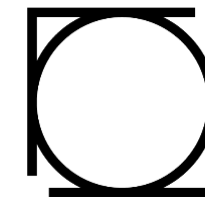




Photo Credit: iStock/skynesher

Ontario Association of Architects

2025 Member Survey



Ontario Association
of Architects

Ordre des architectes
de l'Ontario

Setting the Context

The **Ontario Association of Architects** (OAA) Council approved a member survey for 2025.

The 2025 Member Survey seeks input from Architects, Licensed Technologists, Interns, Students, and Retired Members. Insights gathered will help guide OAA Council's decision-making, inform policy development, and support the Association's mandate to protect the public interest.

Member Survey Objectives:

- Capture diverse member experiences and perspectives
- Assess awareness and perceptions of the OAA's role
- Evaluate effectiveness of communications and engagement
- Identify professional development and education needs
- Understand challenges faced by interns and emerging professionals
- Gather demographic insights to inform policy and program design

Executive Summary

1

Overall, members and others who hold OAA status agree that the OAA effectively fulfils its mandate

- A large majority view the OAA as effective in governing the practice of architecture and protecting the public interest (81%), and in setting and maintaining professional standards (79%).
- However, among the smaller minority group of those who are dissatisfied (17%), concerns focus on limited support for interns and emerging professionals, insufficient advocacy, despite not being part of the OAA's mandate, and perceptions of high membership fees.

2

Strong support for advocacy reflects both misunderstanding and misalignment of the OAA's role

- 3-in-4 of those surveyed (74%) believe that advocacy is part of the OAA's role and want to see it strengthened and more effectively executed – reflecting both a lack of awareness of the OAA's legislated mandate and a genuine interest among some members in broadening its scope. This highlights the need to clearly communicate that the OAA's role is regulatory, not advocacy-based. This will help ensure that members understand its mandate and align expectations of the OAA.

3

The OAA keeps its members and others who hold OAA status well informed through communication channels

- 62% of those surveyed are satisfied with its communications, and among those who contacted the OAA directly, 75% report satisfaction with the timeliness and helpfulness of responses. In addition, 78% find information easy to access - particularly regarding continuing education, licensing, and practice resources.

4

OAA Committees and Task/Advisory Groups are seen as valuable

- Of those surveyed that have served on an OAA Committee or Task/Advisory Group a large majority (83%) found the experience rewarding and 3-in-4 (76%) found them effective.

5

Moderate satisfaction with internship experience, indicating room for improvements

- Satisfaction with the internship process stands at 42%, with the most common challenge, reported by 30% the interns surveyed, being difficulty obtaining the required experience hours and sufficient project diversity. However, while the OAA administers the Internship in Architecture Program (IAP), it does not control the program's requirements.
- Interns also emphasized the need for clearer online information and more consistent mentorship.

Key Metrics

Familiarity & Knowledge of the OAA

93%



are **familiar** with the OAA's role & mandate

Know the OAA's main responsibility is to **protect the public interest**

84%

Believe the OAA has a **role in advocating** for members

74%

Regulatory Performance

say the OAA is effective in governing the practice of architecture and protecting the public interest.

81%

say the OAA is effective in setting and maintaining standards among architects.

79%

say the OAA does a good job at anticipating and responding to changes affecting the practice of architecture.

55%

OAA Services

Satisfaction with the OAA's services, within the mandate under the Architects Act

48%

Top 3 Reasons

- ✓ The OAA is quick and responsive, available to answer questions, and provide support
- ✓ The OAA upholds the regulatory responsibilities or their mandate
- ✓ The OAA provides helpful resources

Communications

Satisfaction with...

❖ communications received from the OAA

62%

❖ timeliness and helpfulness of the OAA

75%



58% have contacted the OAA within the last 6 months



Continuing education was the most common type of information or support sought from the OAA in the past 12 months

Continuing Education

Satisfaction with the quality and relevance of OAA Continuing Education Program offerings

53%



36% prefer to obtain continuing education from the OAA itself

Engagement with OAA Committees or Groups



13% have served on an OAA Committee or Task/Advisory Group

Reasons for non-participation

- Too busy (**52%**)
- Disinterest (**14%**)
- Lack of awareness (**12%**)

Internship Experience

Satisfaction

Satisfaction with the OAA's internship process

42%

Familiarity with Services for Interns

% familiar

Mentorship directory to help interns find mentors

69%

Information on alternative pathways to become licensed

58%

Professional development opportunities for interns

39%

Challenge



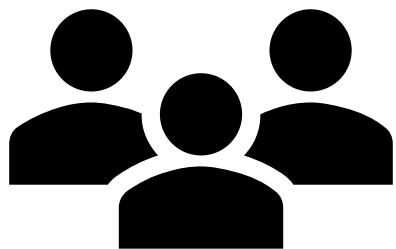
The biggest challenge to completing the Internship in Architecture Program (IAP) or OAA Technology Program (OTP) is **obtaining the required experience hours and diversity of projects.**

Demographics

Survey Methodology

Innovative Research Group (INNOVATIVE) was commissioned by the **OAA** to conduct an online survey of its members and others who hold OAA status.

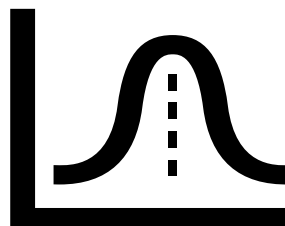
WHO



Unweighted sample of **957 members and others who hold OAA status**, reflecting a survey participation rate of 11.6%.

In INNOVATIVE's experience, this is a typical survey response rate for a regulatory body engagement.

SAMPLE



Weighting: The results are weighted to n=950 qualified respondents based on the OAA's database by membership status and region. This ensures that the overall sample's composition reflects that of the actual population according to demographics provided by the OAA on September 5th, to provide results that are intended to approximate a probability sample.

Margin of Error: This is a convenience sample, which means it was open to all who wanted to respond and to whom it was advertised. Since it was not a random probability-based sample, a margin of error cannot be produced. If this was a sample survey, the reliability is consistent with a margin of error of +/-2.98%, 19 times out of 20.

METHOD



This online survey was conducted using the full list of OAA members and others who hold OAA status, the link to the survey was an open link for ease of distribution with the OAA sending out the survey invitations and reminders. The survey was available in English and French.

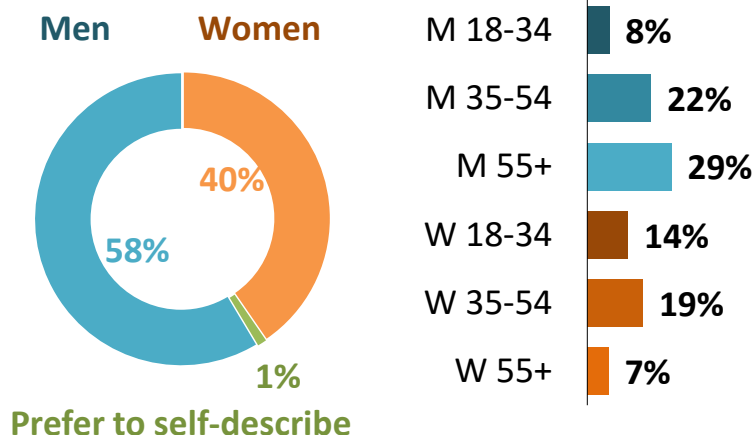


Field Dates: September 9th to September 30th, 2025

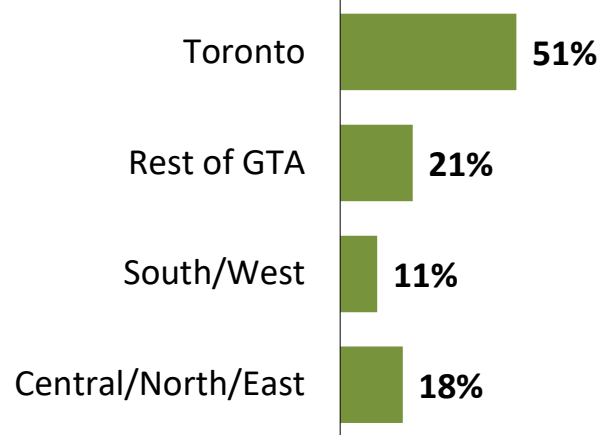
Note: *Graphs may not always total 100% due to rounding values rather than any error in data. Sums are added before rounding numbers.*

Demographics: Respondent Profile

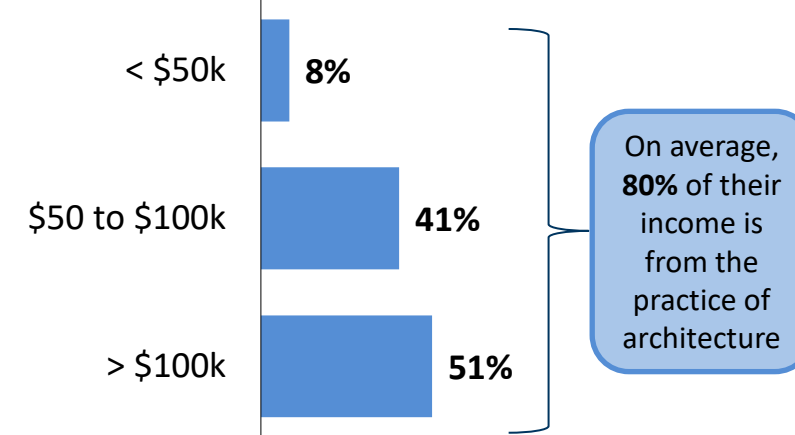
Gender and Age



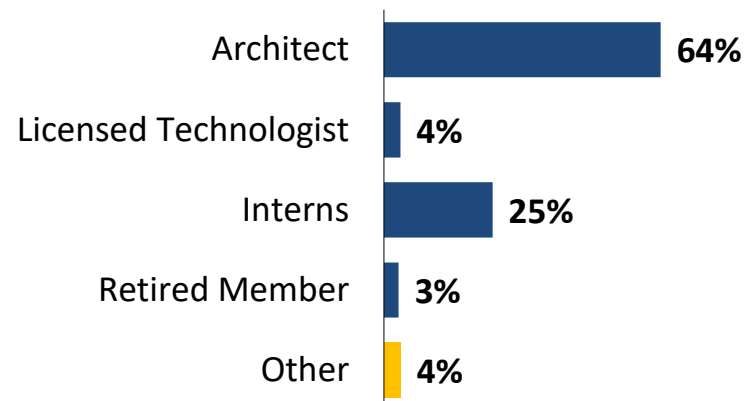
Ontario Region



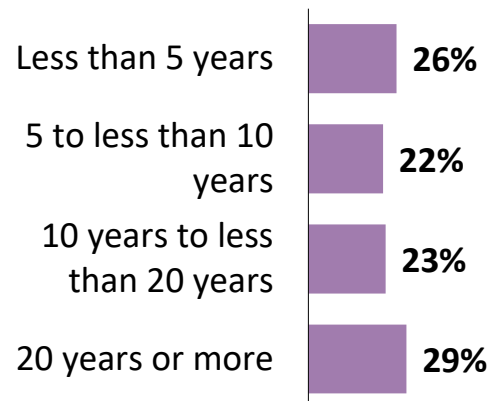
Annual Income



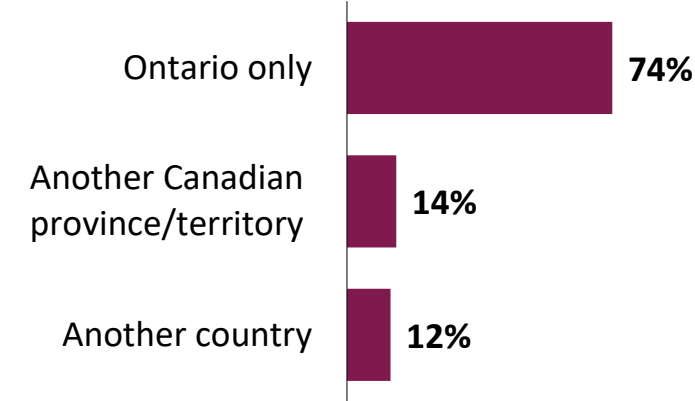
Membership Status



Tenure of Membership



Practice Authorization

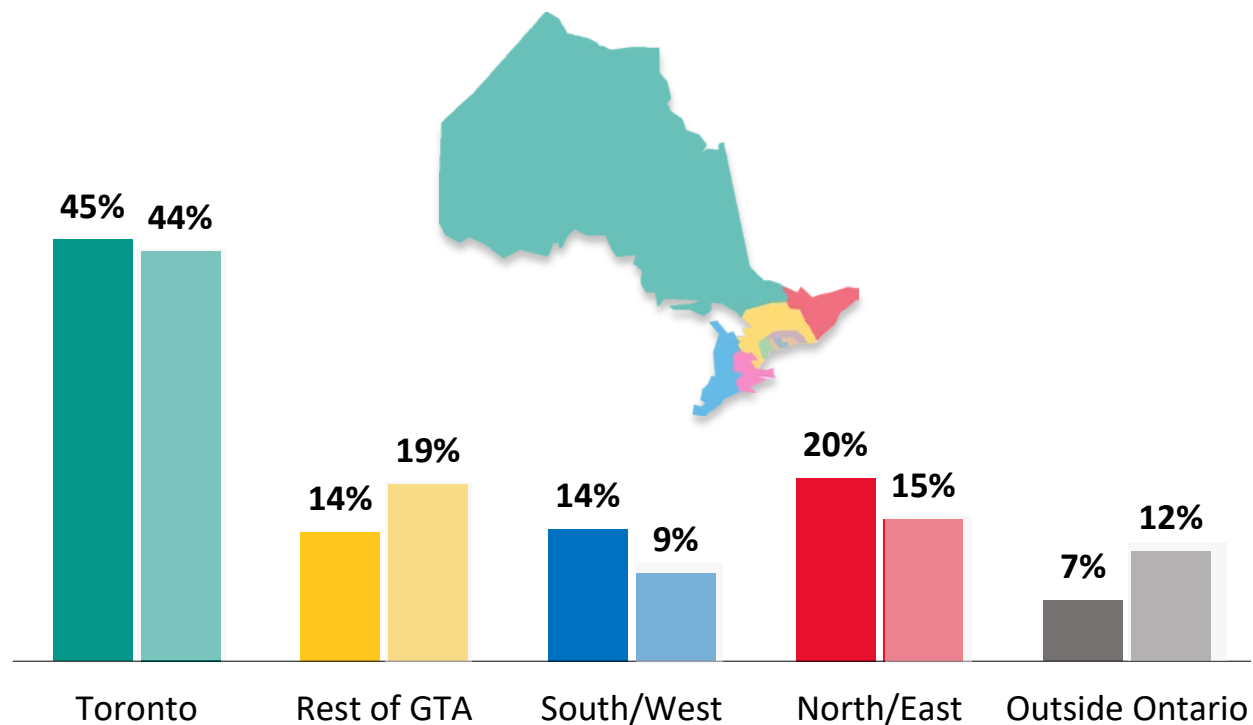


Segmentation

Throughout this report, questions are often cross-tabulated by region and membership status:

Region Segmentation

%respondents (unweighted) vs. %OAA database



Note: Respondents are first categorized into 9 Ontario regions based on their postal codes. To have a more meaningful analysis, the 9 regions are further combined into 4 regions: Toronto (Outer Toronto + Centre Toronto), Rest of GTA (the Metro Belts), South/West (South West + South Central), and North/East (East + Central + North).

Membership Segmentation

% respondents (weighted)

Members <i>Architects + Licensed technologists</i>	68%
Interns <i>Intern Architects + Intern Technologists</i>	25%
Other <i>Student Associate, Student Technologist, Retired Member, Other</i>	7%

OAA Awareness

The Architects Act Objects

Nearly 4-in-5 agree the OAA fulfils its principal mandate



Please indicate to what extent you agree or disagree with each of the following statements.
[asked of all respondents; n=950]

% AGREE
Strongly-somewhat agree

Principal
Object

The OAA effectively fulfils its principal mandate to govern the practice of architecture in Ontario and to protect the public interest, as set out in the *Architects Act*



Additional Objects

The OAA establishes, maintains, and develops standards of knowledge and skill among its members



The OAA establishes, maintains, and develops standards of qualification and standards of practice for the practice of architecture



The OAA establishes, maintains, and develops standards of professional ethics among its members



The OAA establishes, maintains, or supports classes, schools, exhibitions, or lectures, and promotes public appreciation of architecture



The OAA carries out the duties and exercises the powers granted to it by law



Strongly agree

Neither agree nor disagree

Somewhat agree

Somewhat disagree

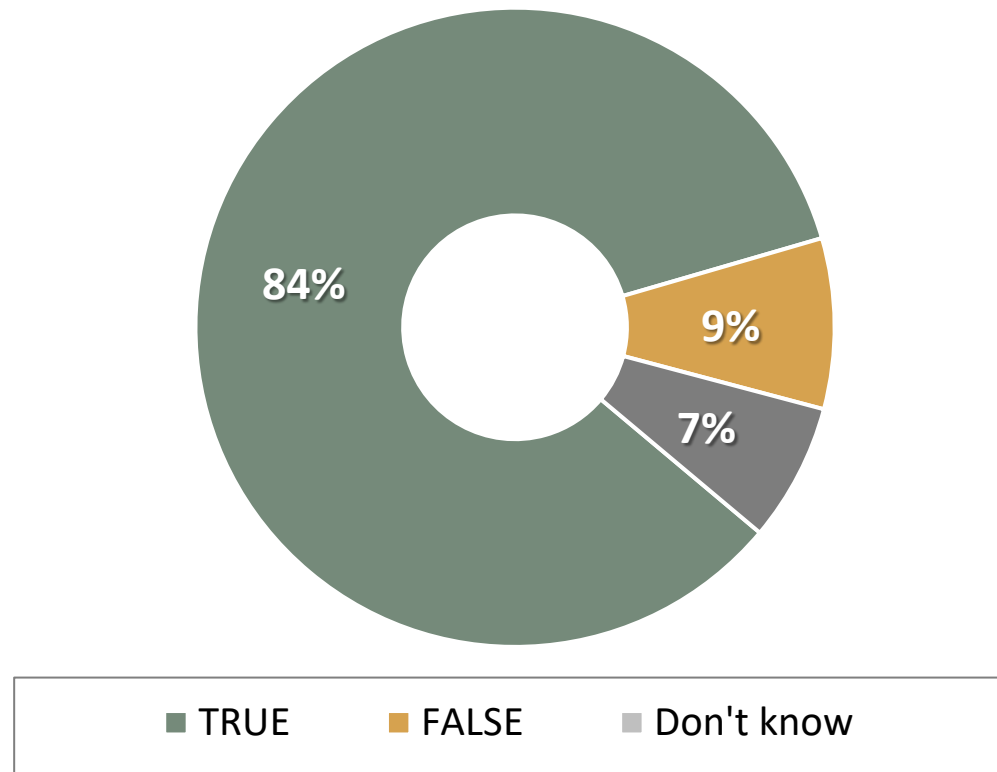
Knowledge Test

84% know that one of the OAA's main roles is to protect the public interest

Q

Before we continue, we'd like to understand how familiar you are with the OAA's role. Please indicate whether you believe the following statements are true or false.
[asked of all respondents; n=950]

The OAA's main responsibility is to protect the public interest

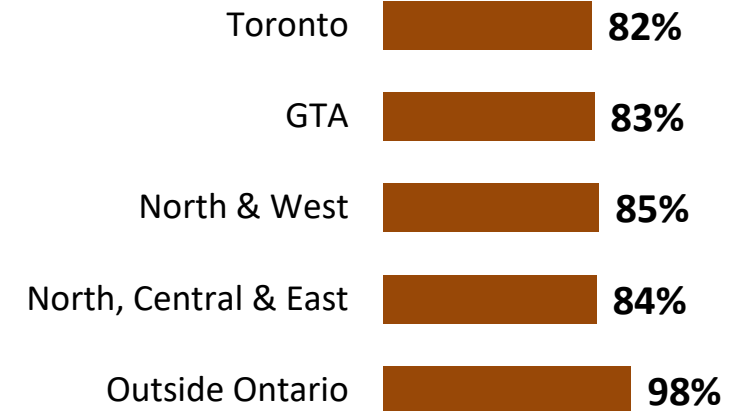


Respondents who say "True"

Membership Status



Region

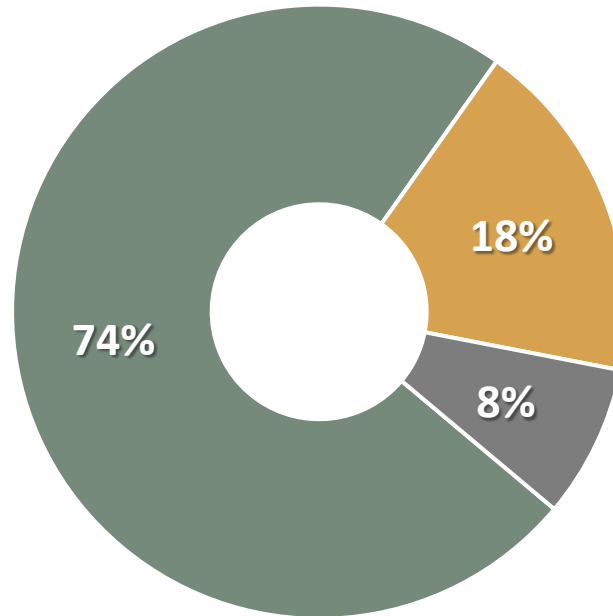


Knowledge Test (cont.)

74% believe the OAA has a role in advocating for members

Q Before we continue, we'd like to understand how familiar you are with the OAA's role. Please indicate whether you believe the following statements are true or false.
[asked of all respondents; n=950]

The OAA has a role in advocating for members



■ TRUE ■ FALSE ■ Don't know

Respondents who say "True"

Membership Status

Members	74%
Interns	72%
Other	75%

Region

Toronto	72%
GTA	82%
North & West	71%
North, Central & East	77%
Outside Ontario	67%

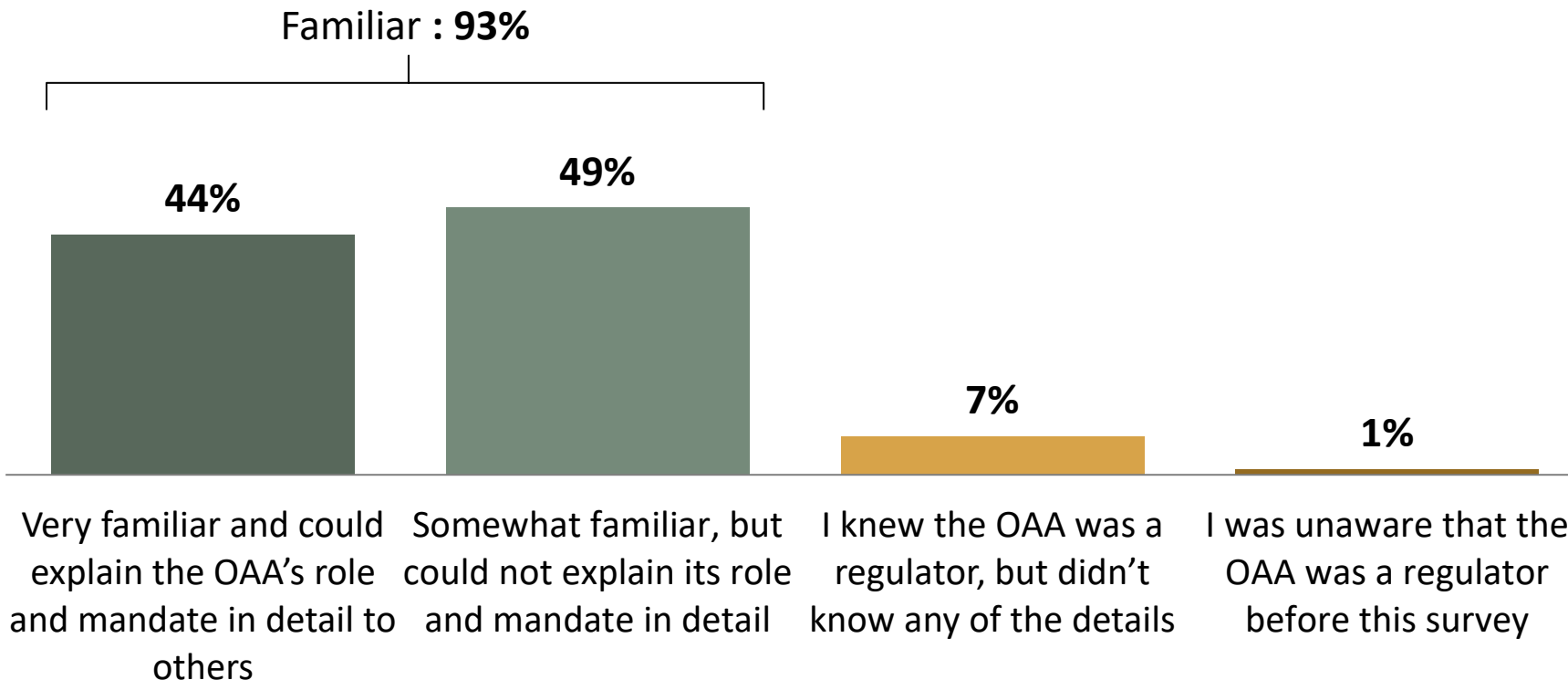
Aided Awareness

93% are familiar with the OAA's role and mandate



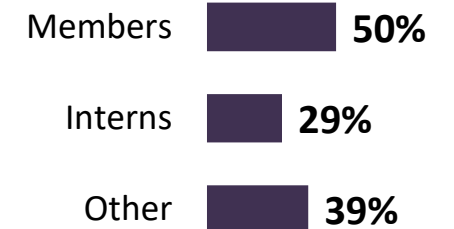
The OAA is the regulatory body for the profession of architecture in Ontario, established under the Architects Act to protect the public interest. Its principal role is to regulate the practice of architecture and govern its members, holders of certificates of practice, and temporary licence holders in accordance with legislation, regulations, and bylaws.

Before reading this description, how familiar were you with the OAA's role and mandate?
[asked of all respondents, n=950]

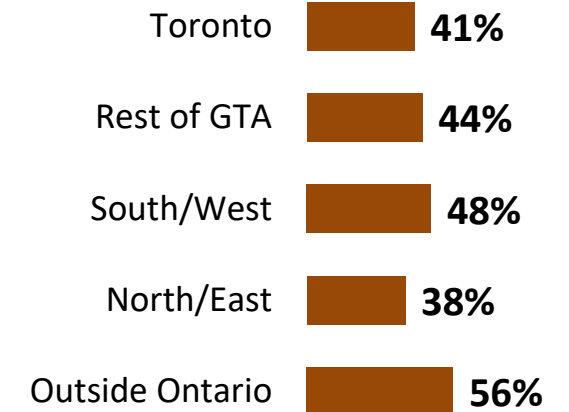


Respondents who say "very familiar"

Membership Status



Region



Aided Awareness

Special Note



The OAA is the regulatory body for the profession of architecture in Ontario, established under the Architects Act to protect the public interest. Its principal role is to regulate the practice of architecture and govern its members, holders of certificates of practice, and temporary licence holders in accordance with legislation, regulations, and bylaws.

Before reading this description, how familiar were you with the OAA's role and mandate? [asked of all respondents, n=950]

Based on this research, **57%** of people could not explain the [OAA's role and mandate](#) in detail.

The Ontario Association of Architects (OAA) is enabled by the Government of Ontario, under Provincial statute ([Architects Act](#), R.S.O. 1990, c. A.26), to regulate the profession of architecture in the province, with a mandate to protect the public. The OAA has the sole official responsibility to ensure the provisions of the *Architects Act* are upheld and to enforce that legislation.

The OAA is a multi-object professional self-regulatory organization. As prescribed in the [Architects Act](#), the following are its objects.

Principal object

The principal object of the Association is to regulate the practice of architecture and to govern its members, holders of certificates of practice, and holders of temporary licences in accordance with this *Architects Act*, the regulations, and the bylaws in order that the public interest may be served and protected. R.S.O. 1990, c. A.26, s. 2 (2).

Additional objects

For the purpose of carrying out its principal object, the Association has the following additional objects:

To establish, maintain, and develop standards of knowledge and skill among its members.

To establish, maintain, and develop standards of qualification and standards of practice for the practice of architecture.

To establish, maintain, and develop standards of professional ethics among its members.

To establish and maintain or to assist in the establishment and maintenance of classes, schools, exhibitions, or lectures in, and to promote public appreciation of, architecture and the allied arts and sciences.

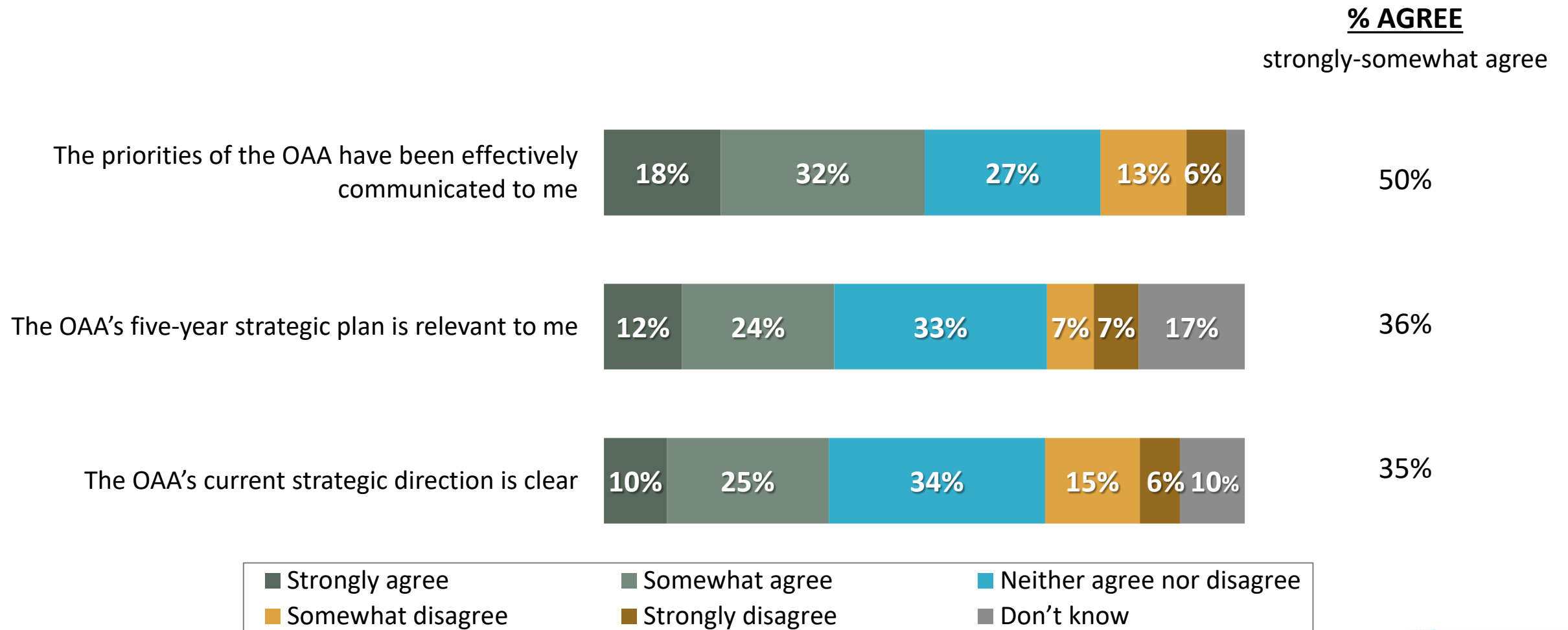
To perform such other duties and exercise such other powers as are imposed or conferred on the Association by or under any Act. R.S.O. 1990, c. A.26, s. 2 (3)"

Strategic Direction

1-in-2 agree that the OAA's priorities have been effectively communicated



Please indicate to what extent you agree or disagree with each of the following statements.
[asked of all respondents; n=950]



Strategic Direction

Special Note



Please indicate to what extent you agree or disagree with each of the following statements.
[asked of all respondents; n=950]

Please note that as a regulator, the OAA's strategic direction is influenced by its mandate. A [5-year Strategic Plan](#) was created to communicate the OAA's current strategic direction. It was updated in 2024 as an outcome of the Council's 2024 Annual Planning Session. The plan will continue to be reported on.

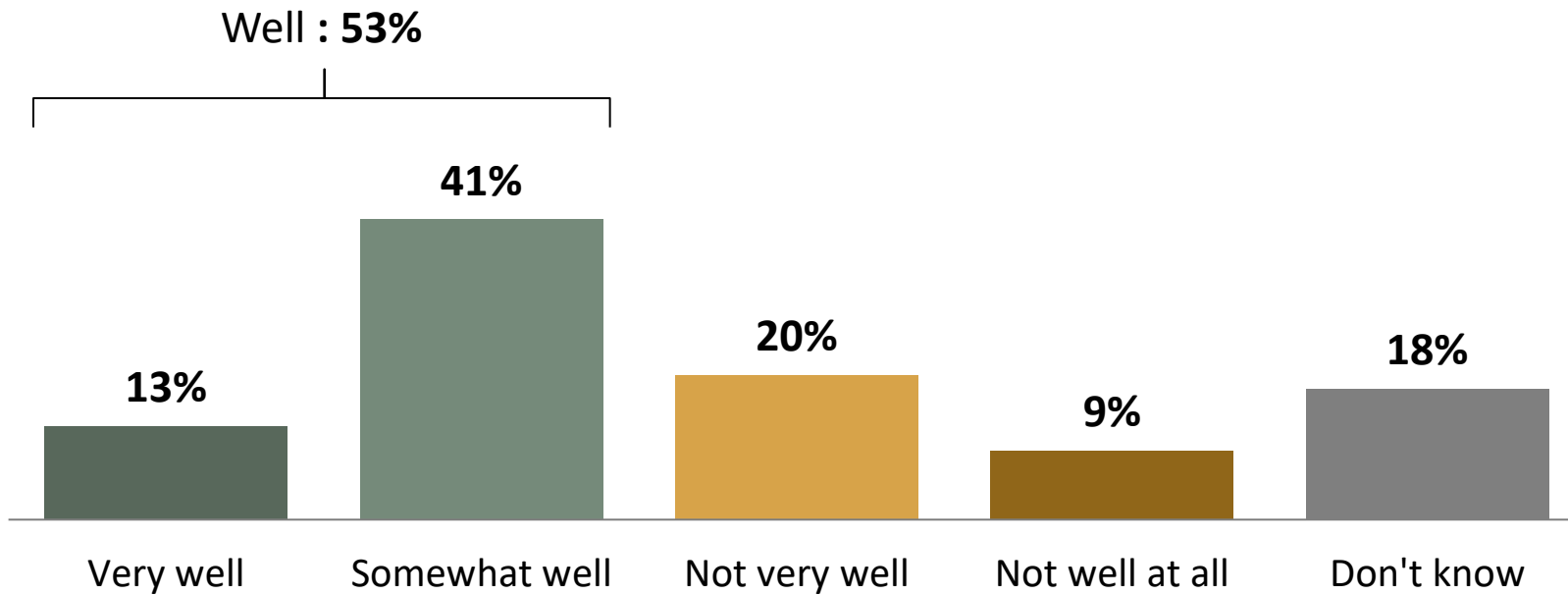
On the OAA Website, the homepage links to an [About Us](#) section that outlines the Association's vision, mission, and strategic plan. Numerous other pages on the website make the OAA's regulatory role explicit. The strategic plan is also identified within the Council packages posted on the website. The Association is routinely identified by the shorthand descriptor of "regulating the practice of architecture in Ontario to protect the public interest." Similar verbiage appears on OAA letterhead and in press releases.

Preparation for Practice

53% agree the OAA prepares their new members well for practice

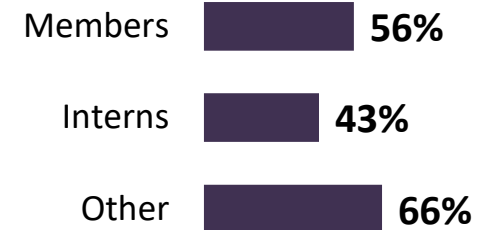


How well has the OAA supported new Architects and Licensed Technologists in preparing for practice?
[asked of all respondents, n=950]

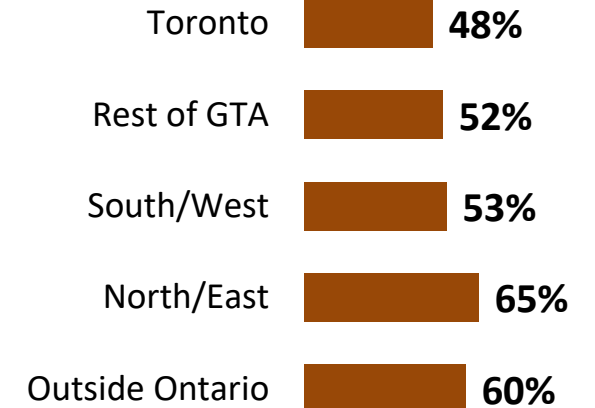


Respondents who say "Well"

Membership Status



Region



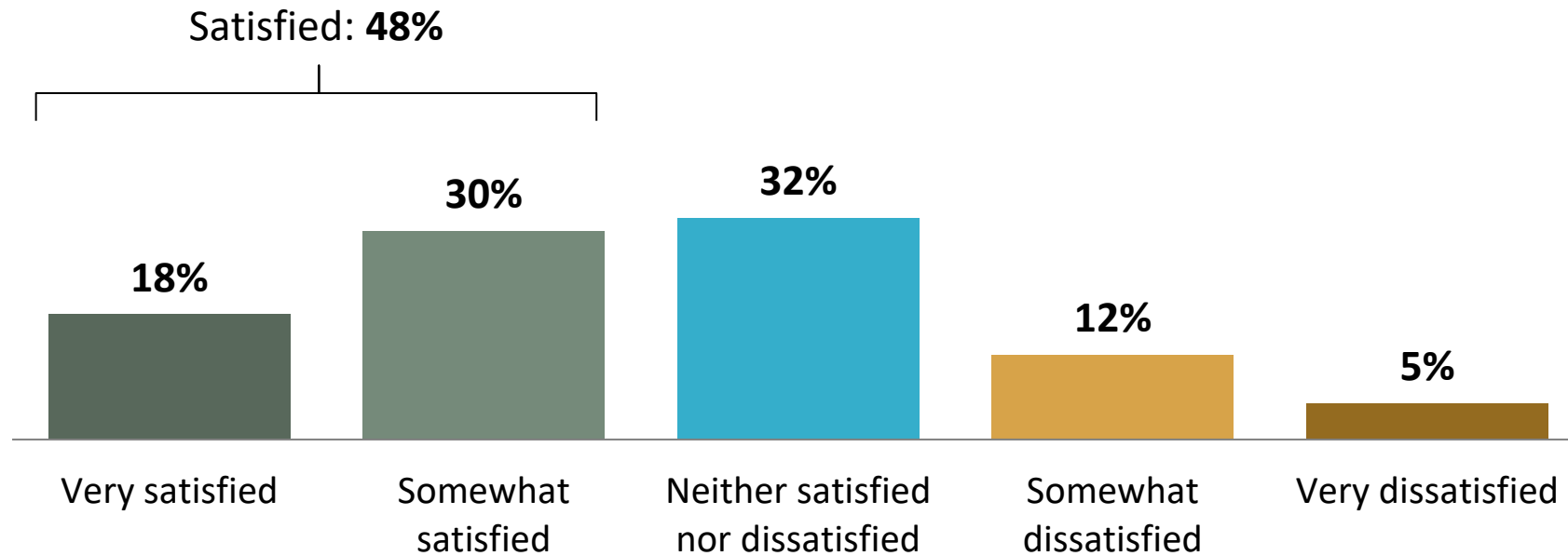
Perspectives of the OAA

Satisfaction with OAA Services

1-in-2 are satisfied with the OAA's services

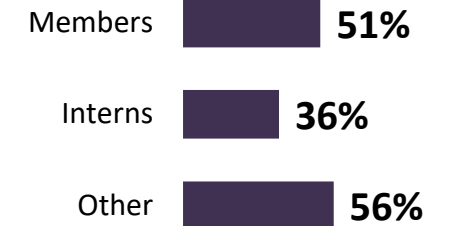


Within the mandate under the Architects Act, how satisfied or dissatisfied are you with the OAA's services?
[asked of all respondents, n=950]

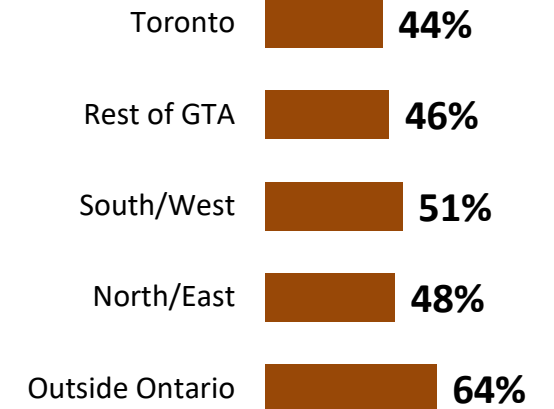


Respondents who say "Satisfied"

Membership Status



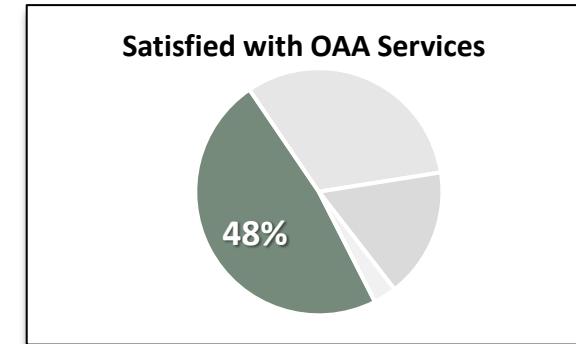
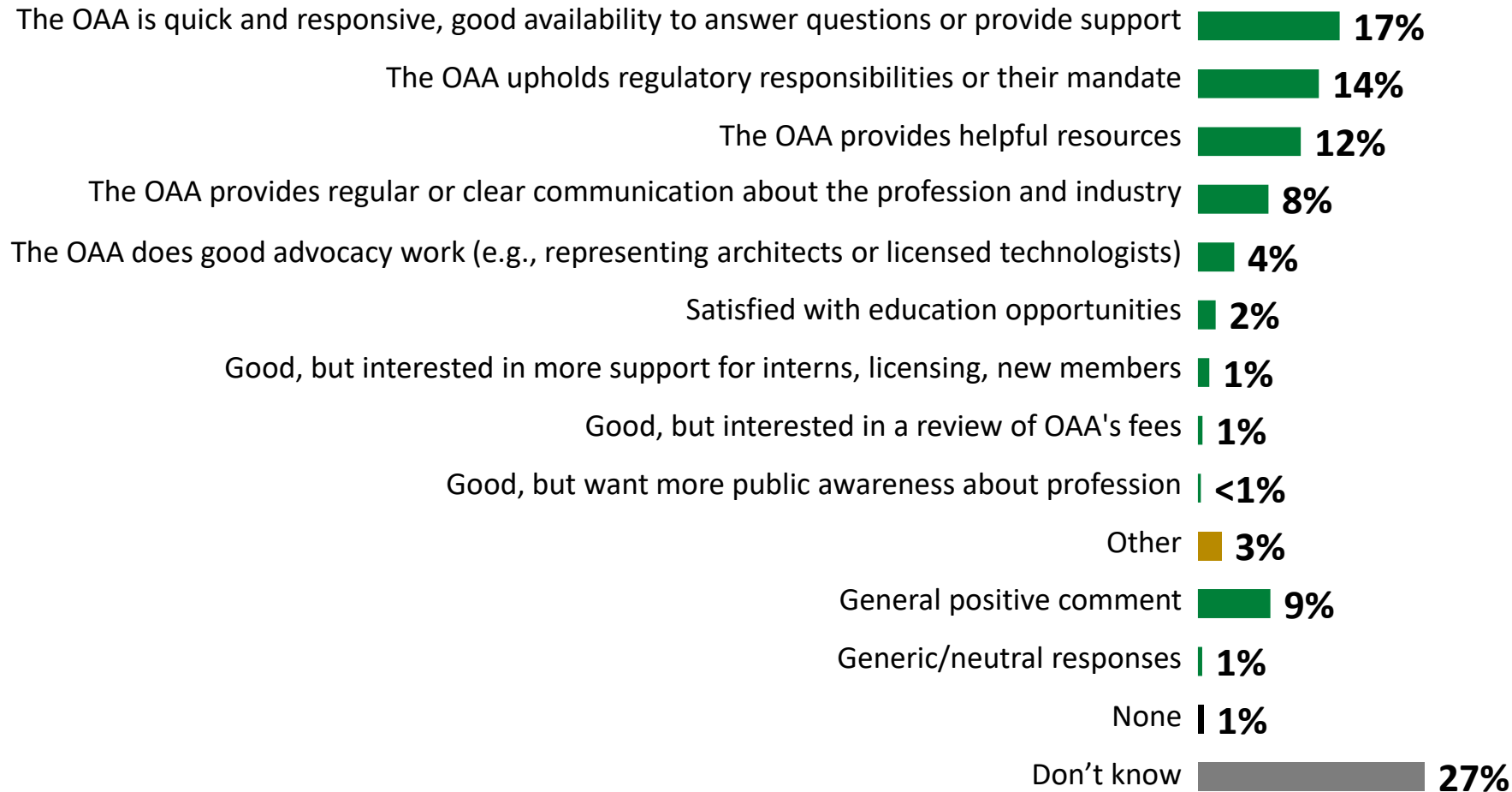
Region



Satisfaction Reasoning: The OAA's responsiveness to requests for information and support was the most often cited reason for member satisfaction (17%)



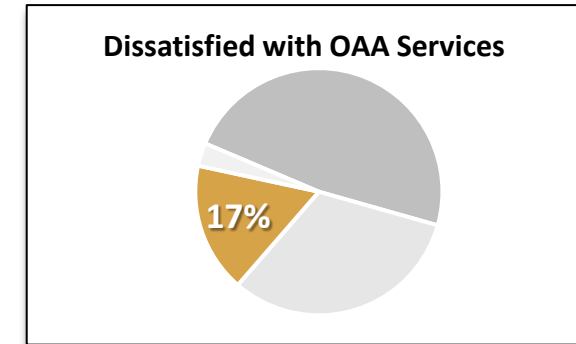
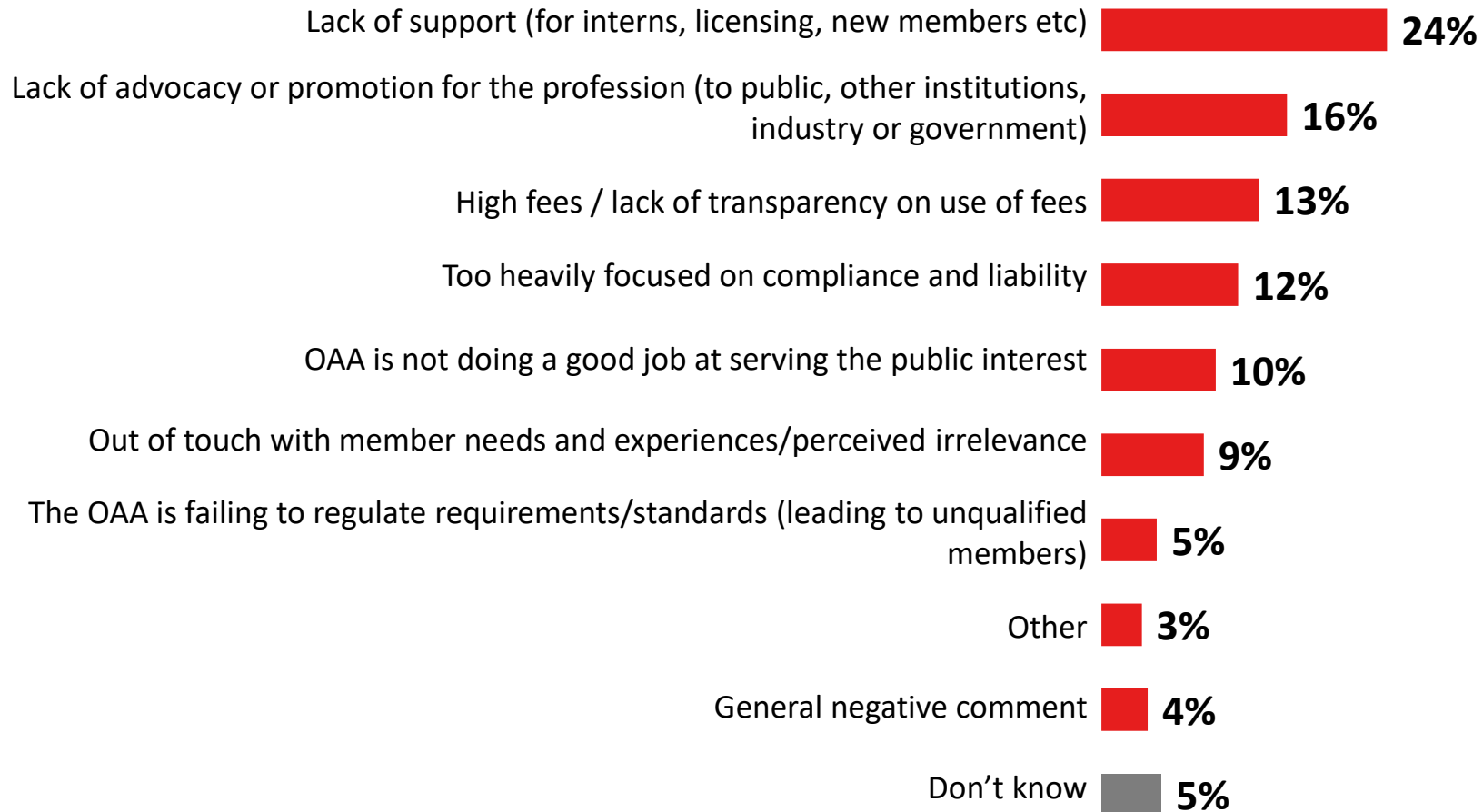
And why do you feel satisfied with the OAA's services?
[asked of those who said satisfied with the OAA's services, n=453]



Dissatisfaction Reasoning: Perceived lack of support for interns or new members is the main reason cited for dissatisfaction (24%)

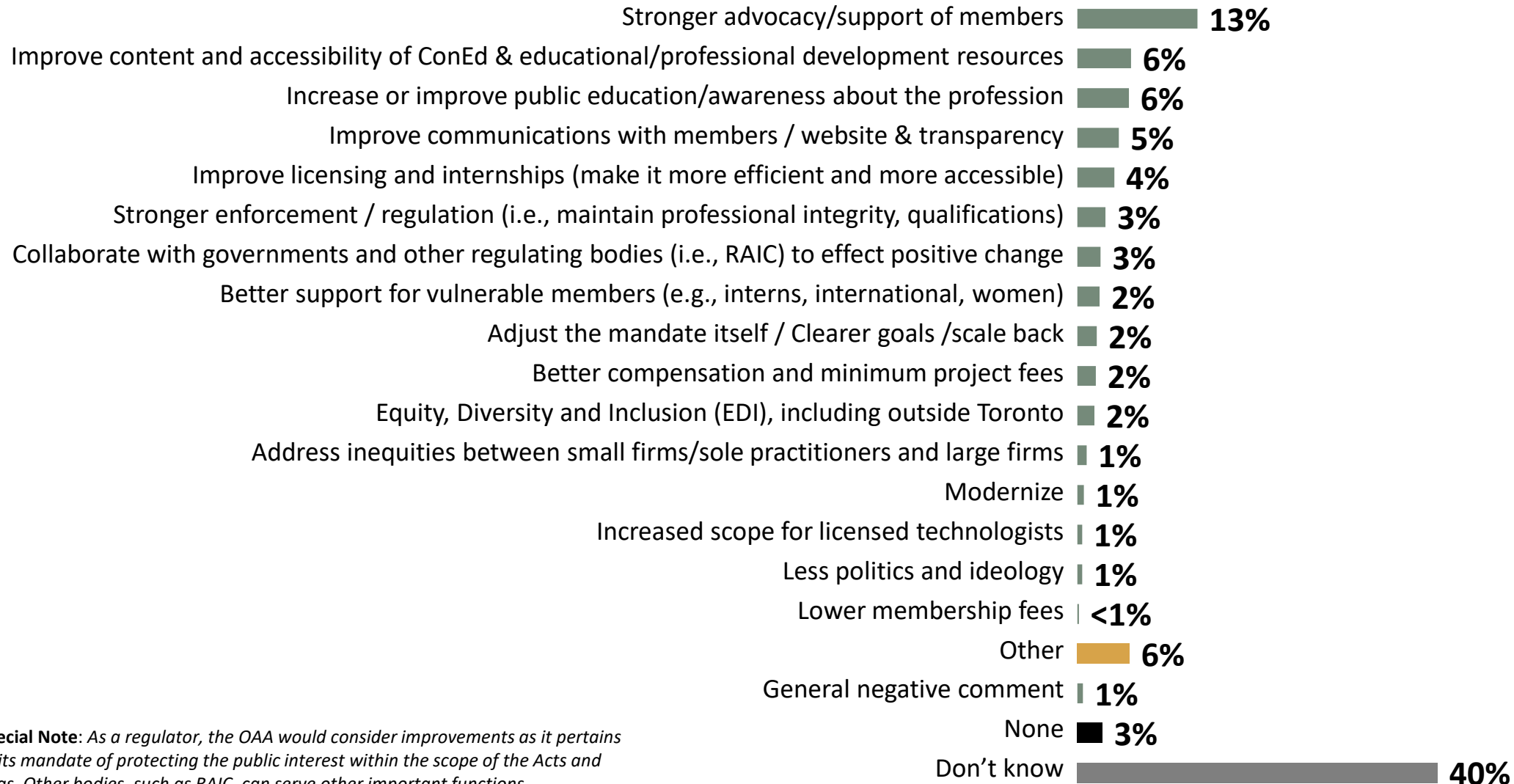


And why do you feel dissatisfied with the OAA's services?
[asked of those who said dissatisfied with the OAA's services, n=163]



Improvements: Within the mandate, the OAA can address the content and accessibility of ConEd, and improving public education about the profession

Q Within the mandate under the Architects Act, how can the OAA improve?
[asked of all respondents, n=950]

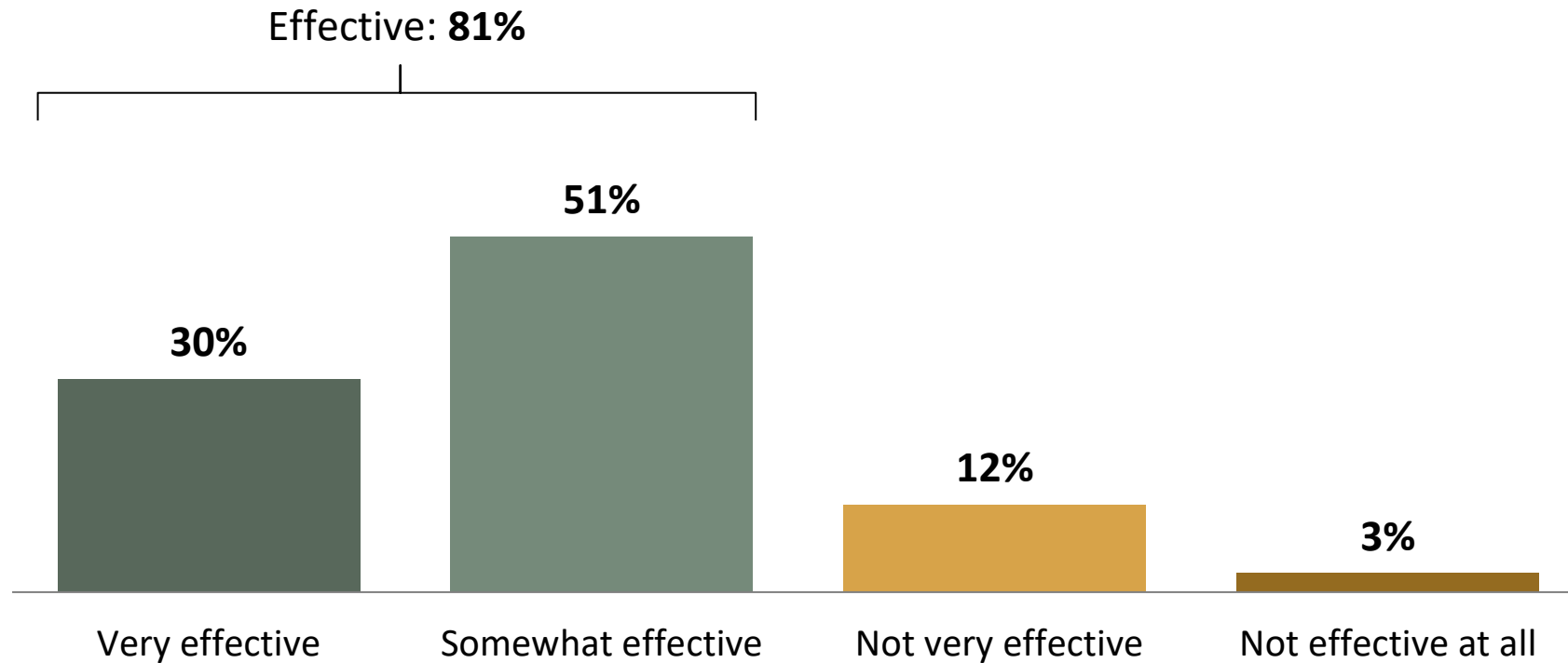


Special Note: As a regulator, the OAA would consider improvements as it pertains to its mandate of protecting the public interest within the scope of the Acts and Regs. Other bodies, such as RAIC, can serve other important functions.

Governing & Protection: 4-in-5 feel the OAA is effective at governing the practice of architecture and protecting public interest



How effective do you feel the OAA is in governing the practice of architecture and protecting the public interest?
[asked of all respondents, n=950]

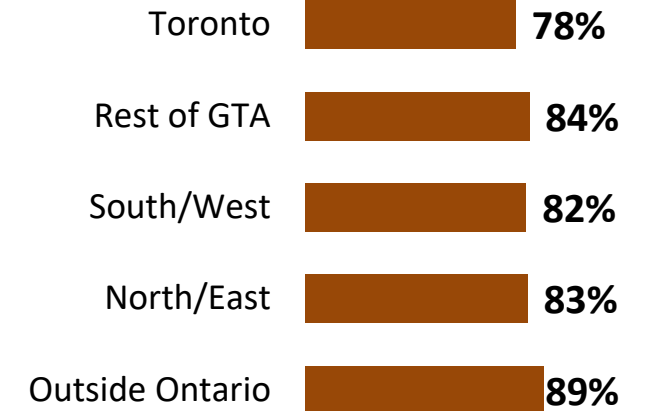


Respondents who say "Effective"

Membership Status



Region

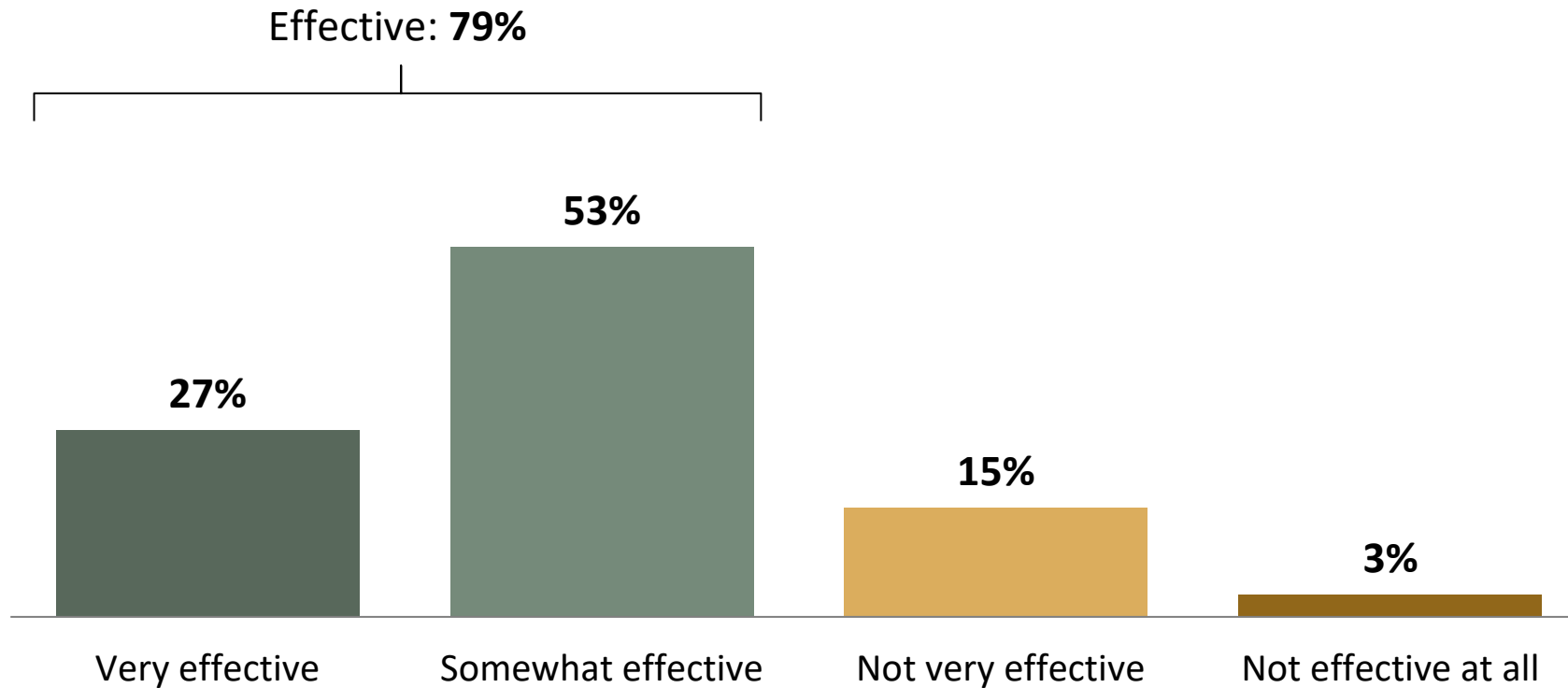


Note: Don't know not shown (4%)

Setting and Maintaining Standards: 4-in-5 feel the OAA is effective at setting and maintaining standards among architects



How effective do you feel the OAA is in setting and maintaining standards of knowledge, skill, qualification, practice, and professional ethics among architects?
[asked of all respondents, n=950]

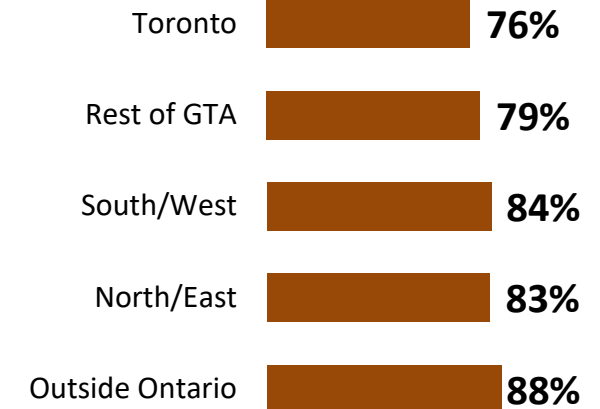


Respondents who say "Effective"

Membership Status



Region



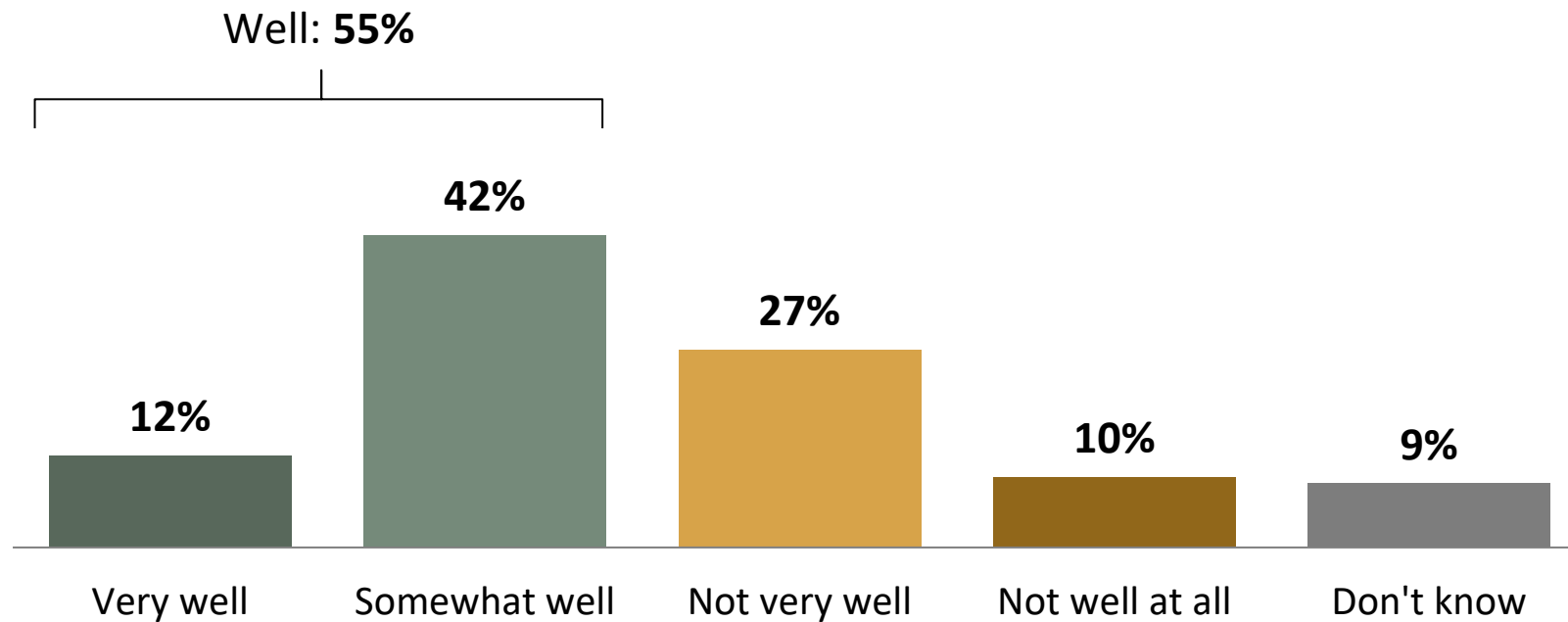
Note: Don't know not shown (2%)

Special Note: In addition to making the Continuing Education Program a mandatory requirement for all members, the OAA offers clear pathways for Complaints on the website as well as includes all discipline information as part of the publicly accessible directory search for individuals and for practices.

Anticipate & Respond to Changes: 55% members and others who hold OAA status believe the OAA anticipates and responds to changes well



How well does the OAA anticipate and respond to changes affecting those in the architecture profession (e.g. technology, market conditions, sustainability expectations) in their role as a regulator?
[asked of all respondents, n=950]

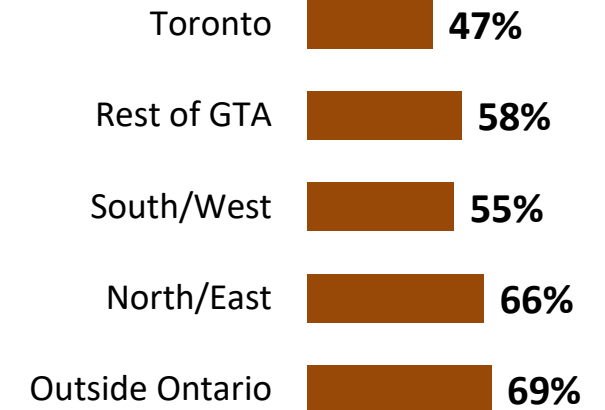


Respondents who say "Well"

Membership Status



Region



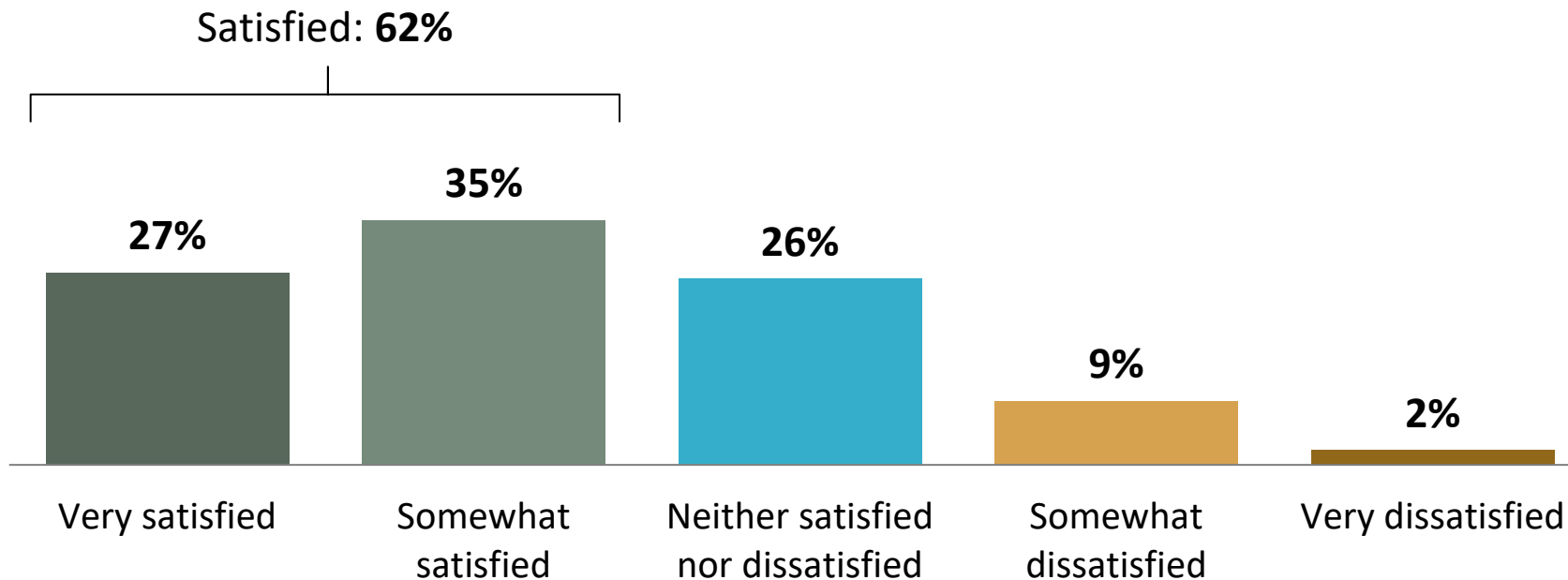
Communications

Satisfaction with Communications

2-in-3 are satisfied with the communications received from the OAA



Generally, how satisfied or dissatisfied are you with the communications you receive from the OAA?
[asked of all respondents, n=950]

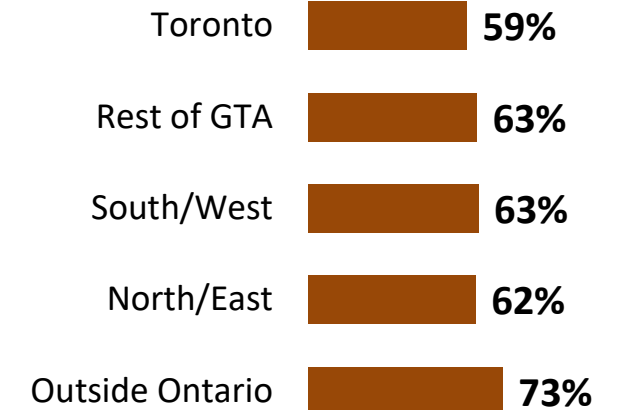


Respondents who say "Satisfied"

Membership Status



Region



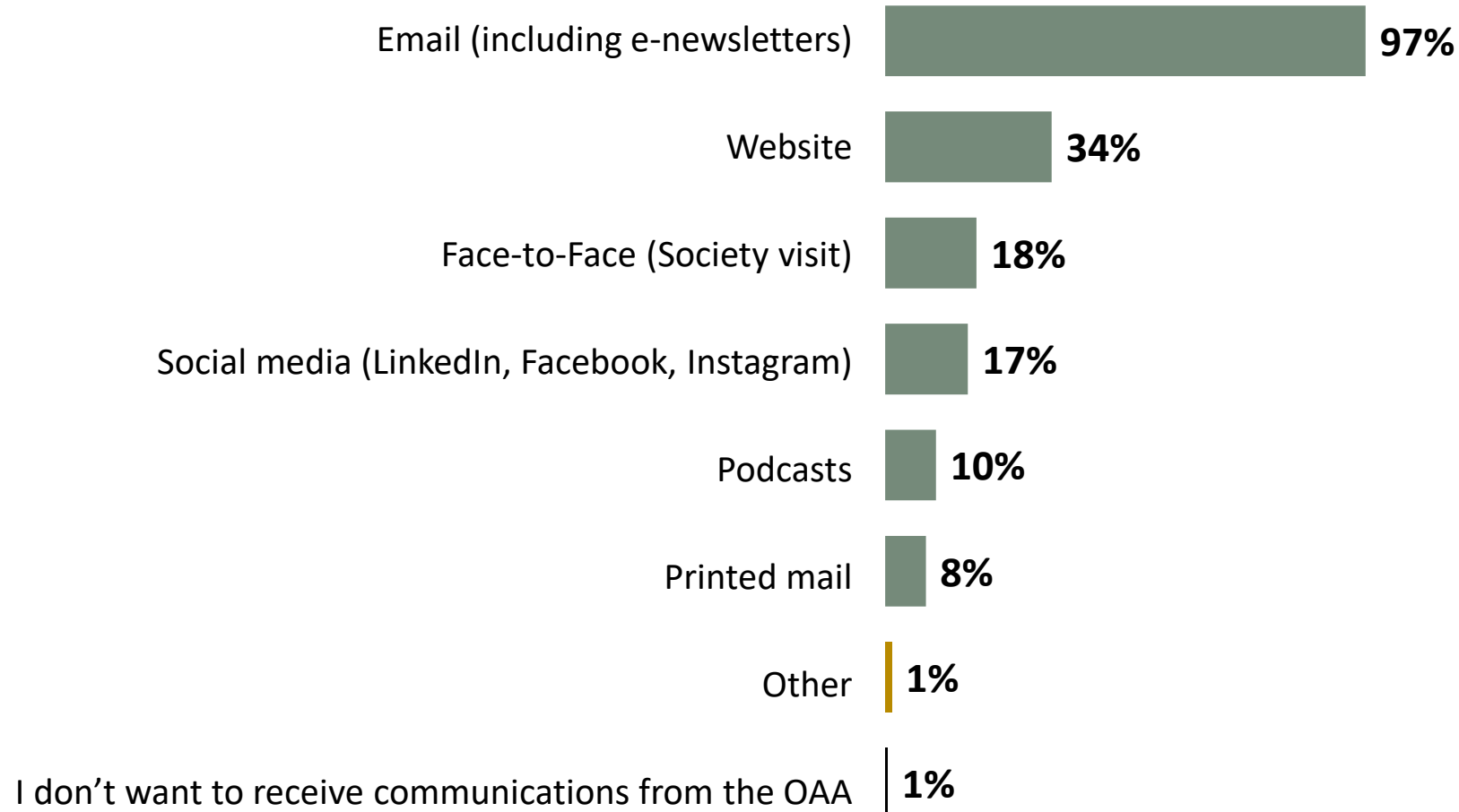
Note: Don't know not shown (<1%)

Special Note: Currently, the OAA sends out biweekly OAA News emails, bimonthly Practice Advisory emails, and other special news or regulatory bulletins as required. Aside from regulatory bulletins, if an individual unsubscribes from an email, they will no longer receive e-communications. In addition to emails, the OAA posts all news on its website and shares over social media.

Communication Preference

Email is the preferred method of communication

Q How do you prefer to receive communications from the OAA? *Please select all that apply.*
[asked of all respondents, n=950]



Note: Multiple mentions allowed; totals may exceed 100%. Don't know not shown (1%)

Special Note: Please note that members are required to receive regulatory notices. The OAA no longer sends printed mail due to its desire to focus on climate action and reduce waste.

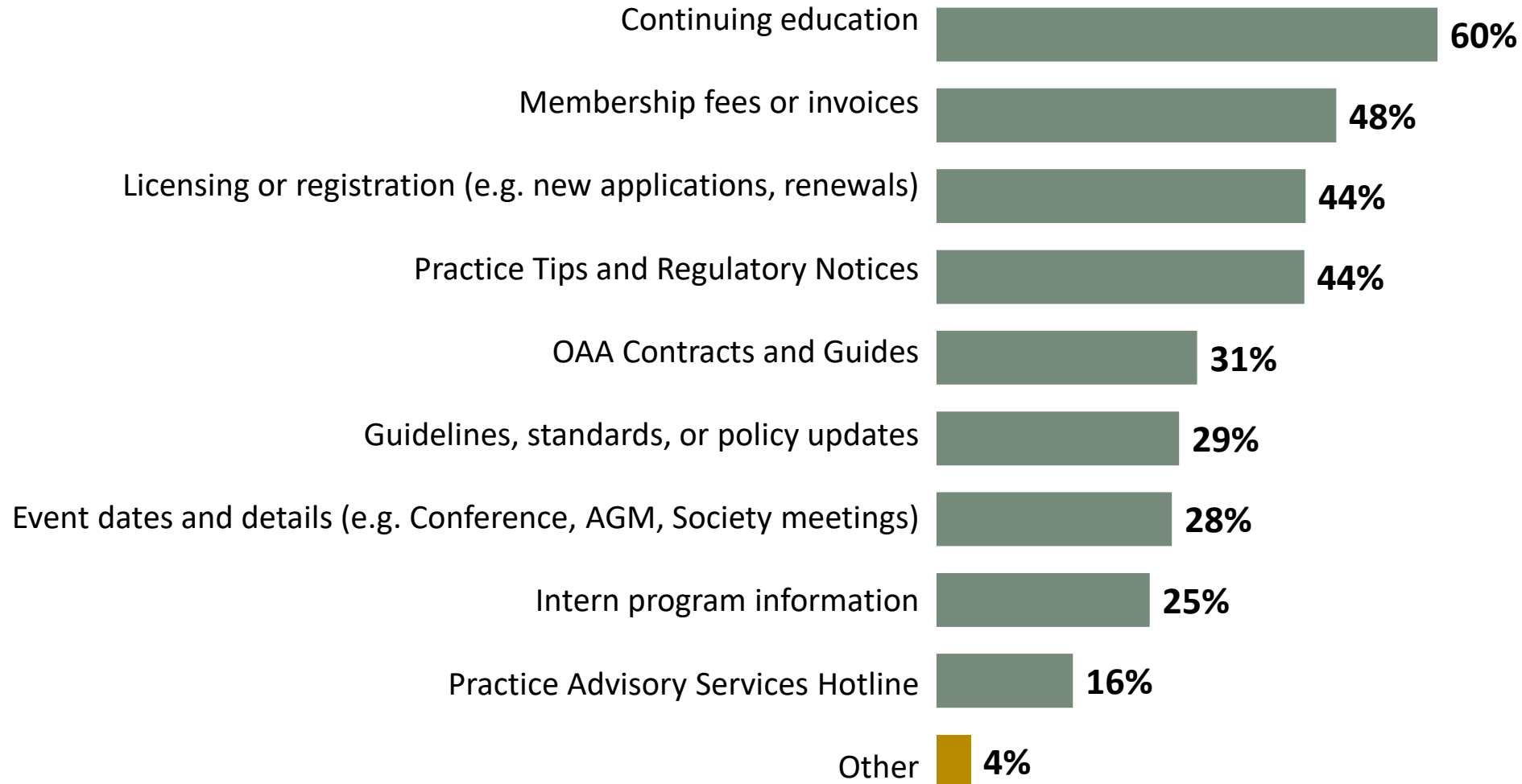
OAA Information/Support

ConEd, fees, licensing, and practice tips drive engagement with the OAA



What information or support have you sought out from the OAA in the past 12 months? *Please select all that apply.*

[asked of all respondents, n=950]



Note: Multiple mentions allowed; totals may exceed 100%.

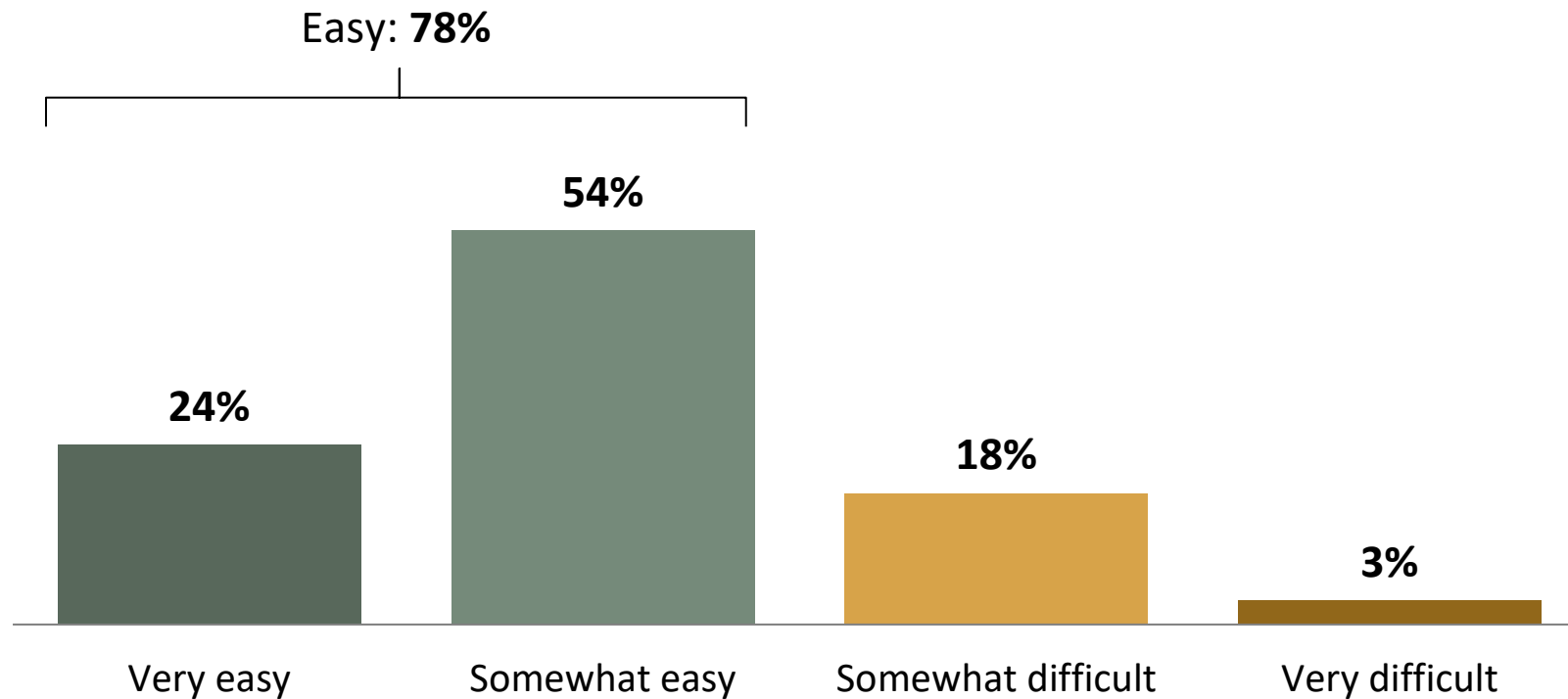
Don't know not shown (4%)

Ease of Finding Information

4-in-5 find information from the OAA easy to access



How easy was it to find the information you were seeking from the OAA?
[asked of all respondents who sought information or support from the OAA, n=913]

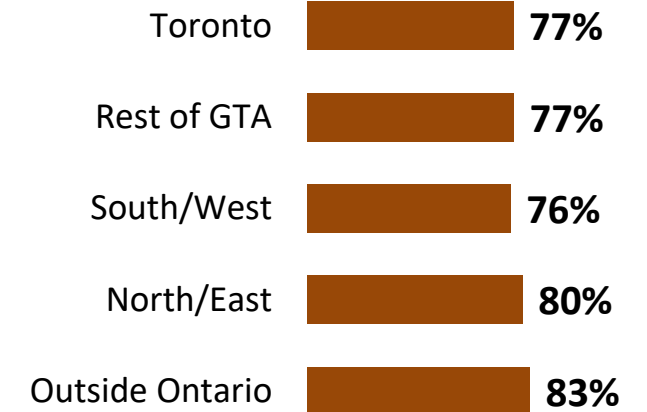


Respondents who say "Easy"

Membership Status



Region



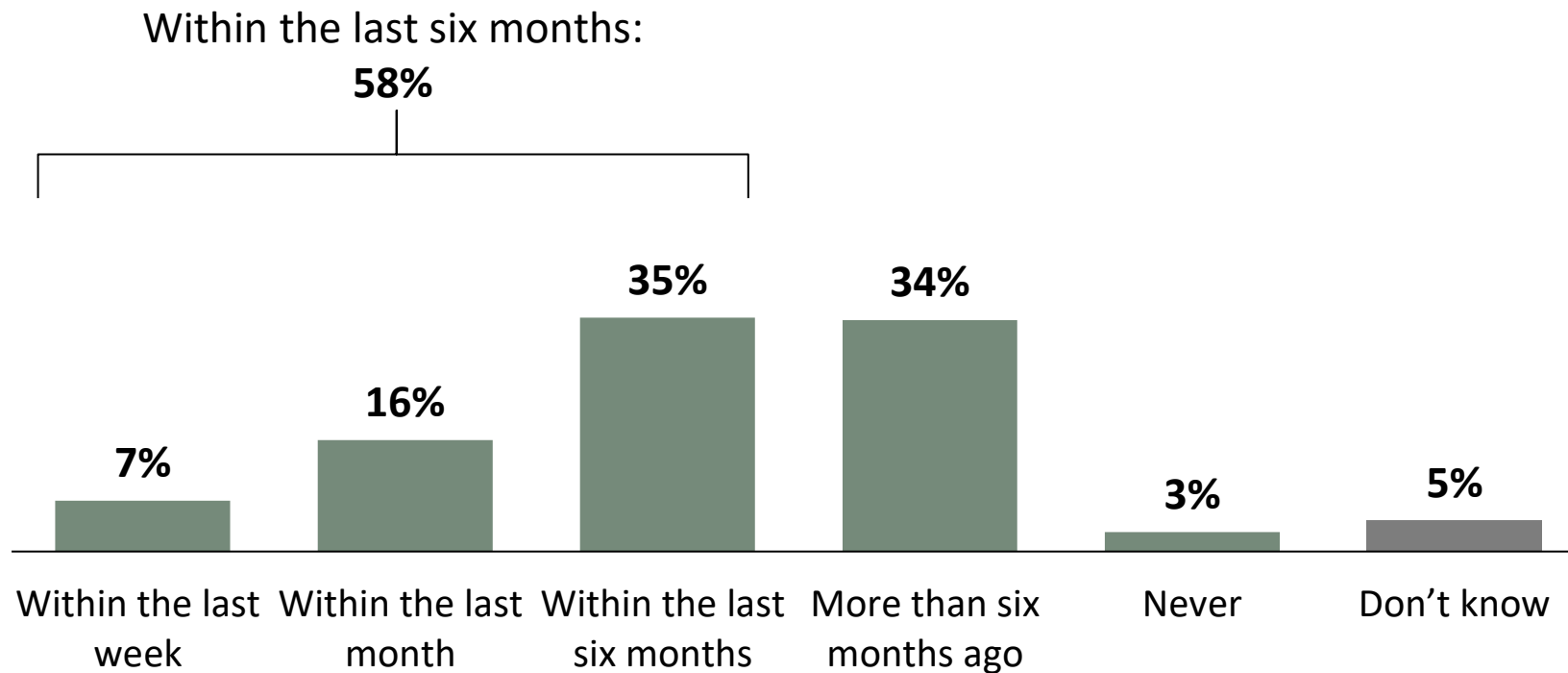
Note: Don't know not shown (1%)

Last Contact

Recent engagement highest amongst Interns and Ontario regions outside GTA

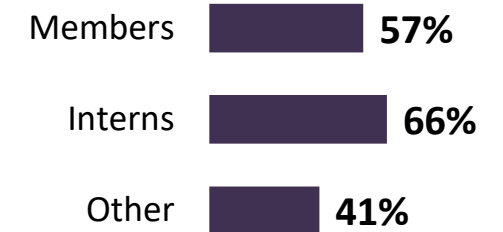


When did you last contact the OAA?
[asked of all respondents, n=950]

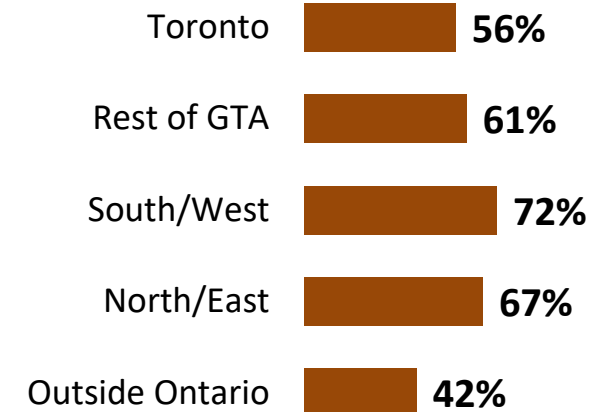


*Respondents who say
"Within the last six months"*

Membership Status



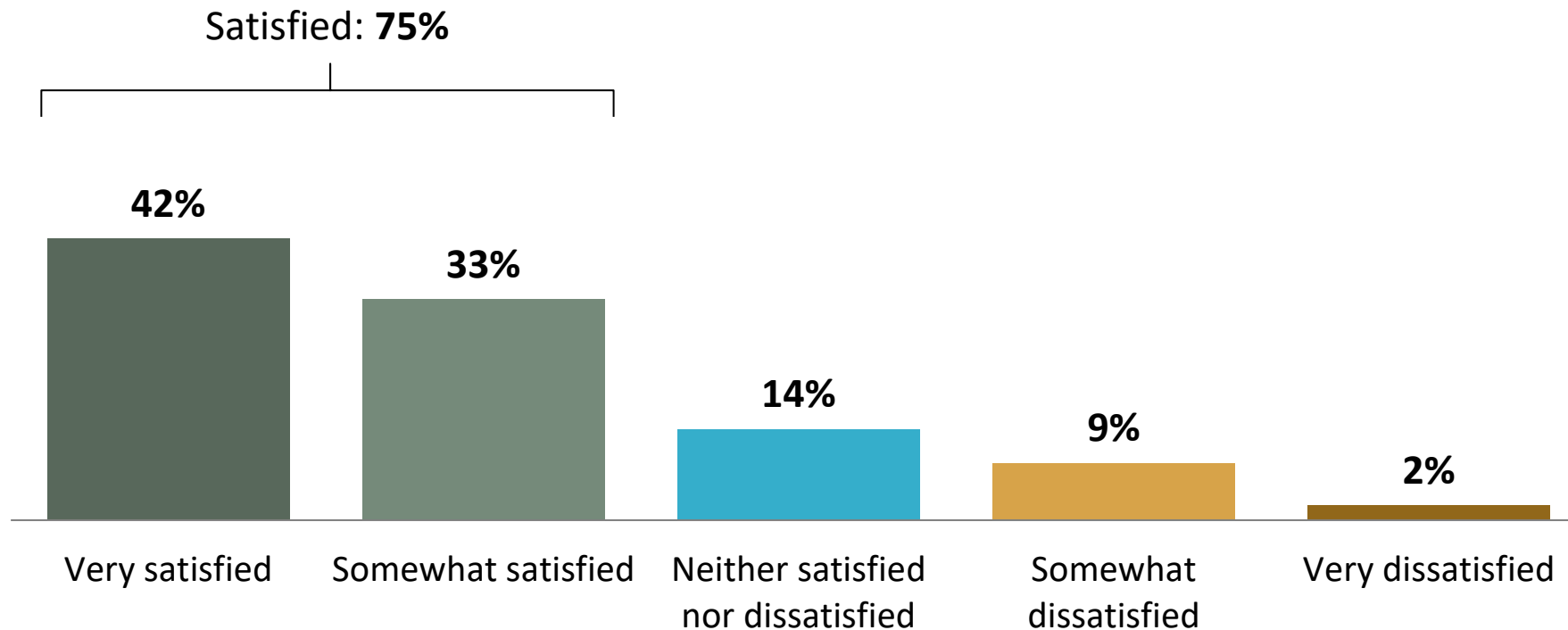
Region



Satisfaction with Timeliness and Helpfulness

3-in-4 are satisfied with the OAA's timeliness and helpfulness

Q How satisfied or dissatisfied were you with the timeliness and helpfulness of the OAA?
[asked of respondents who have contacted the OAA, n=879]

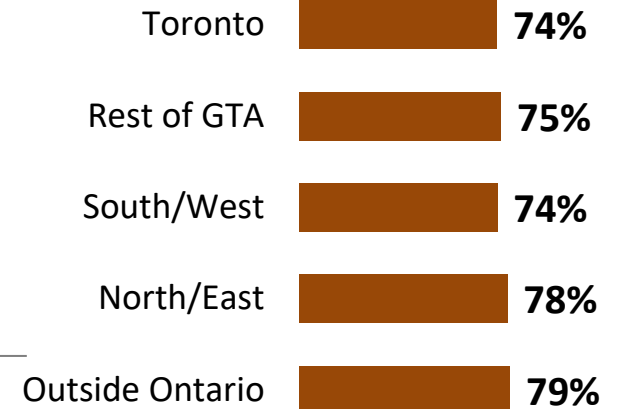


Respondents who say "Satisfied"

Membership Status



Region

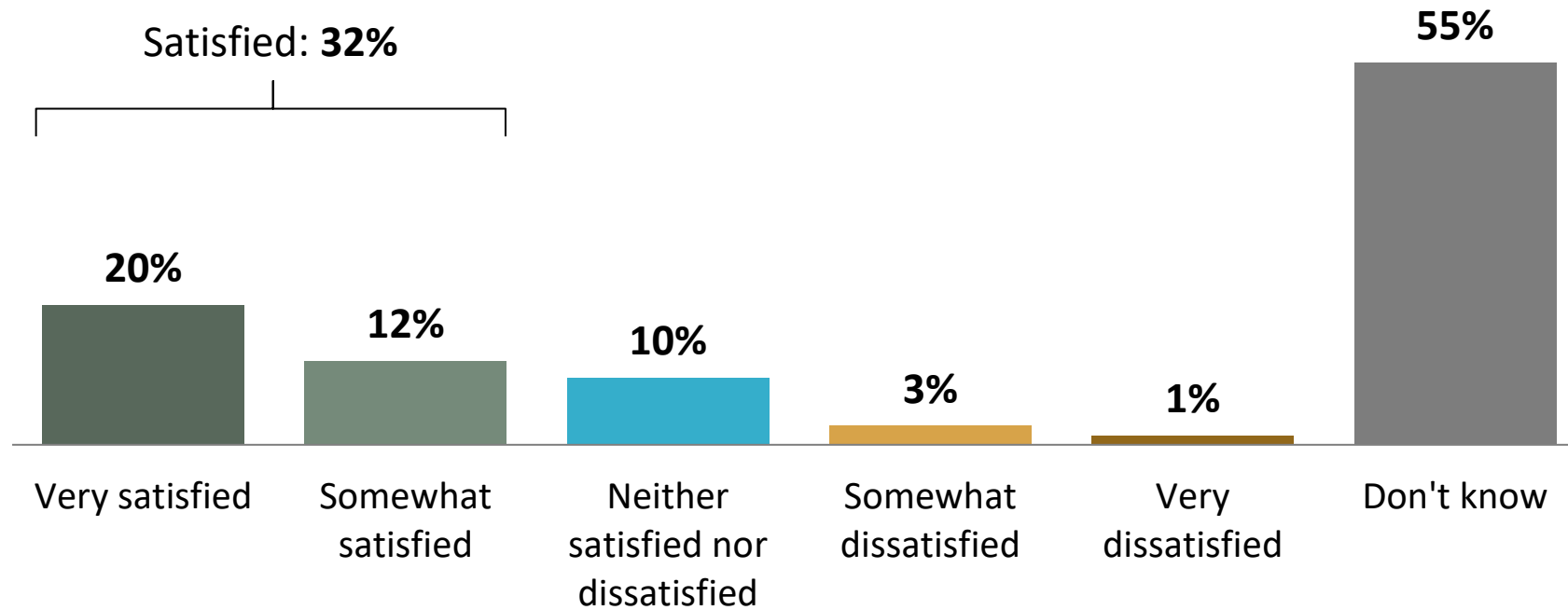


Note: Don't know not shown (1%)

Satisfaction with Hotline: Members and others who hold OAA status within the GTA (excluding Toronto) are most satisfied with the hotline, overall dissatisfaction low at 4%

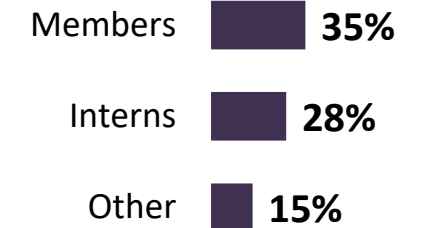


If you contacted the OAA Practice Advisory Services Hotline in the last 12 months, how satisfied were you with the communication?
[asked of all respondents, n=950]

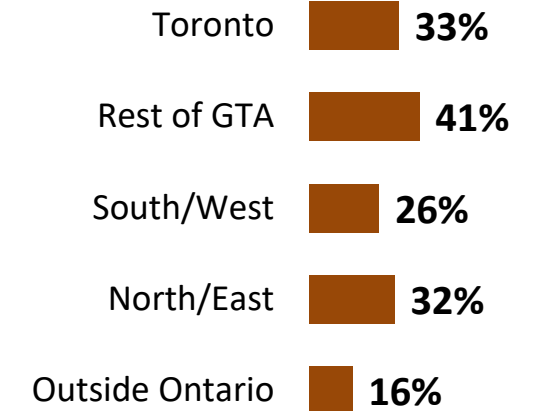


Respondents who say "Satisfied"

Membership Status



Region



Note: It is likely that many of those surveyed have not used the service.

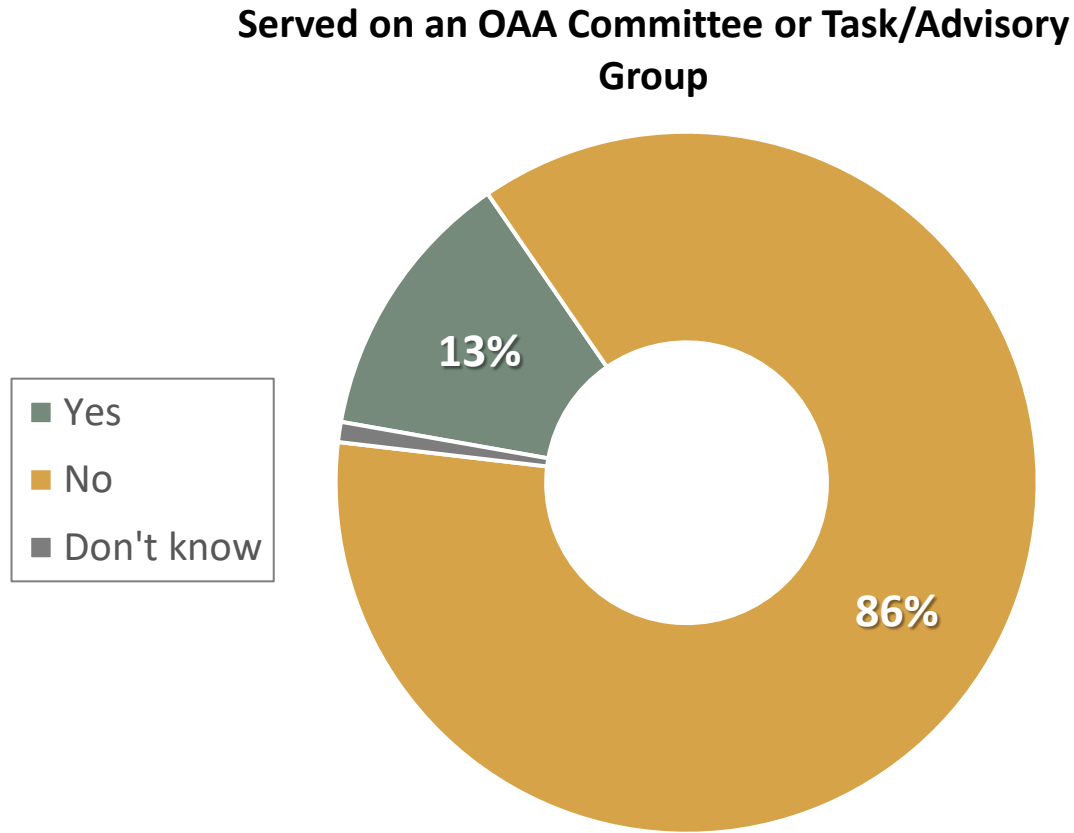
Special Note: The OAA cannot provide professional legal, accounting, or insurance advice, and expressly disclaims any responsibility for any errors or omissions with respect to discussions regarding same. Whether public or members, those using the Hotline are advised to consult their own legal, accounting, or insurance representatives to obtain suitable professional advice in those regards. The Hotline only responds to matters of practice and not business practices.

Members Engagement

Committee or Task/Advisory Group: 13% of members and others who hold OAA status have served on an OAA committee/advisory group



Have you ever served on an OAA Committee or Task/Advisory Group?
[asked of all respondents; n=950]



Respondents who say "Yes"

Membership Status

Members	16%
Interns	2%
Other	17%

Region

Toronto	15%
Rest of GTA	7%
South/West	11%
North/East	16%
Outside Ontario	8%

Views on Committees/Groups: High overall agreement that the OAA Committee groups are both rewarding and effective

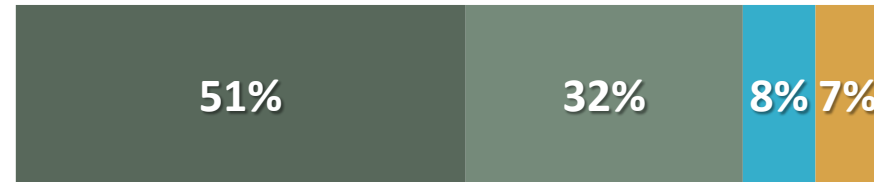


Please indicate how strongly you agree or disagree with each of the following statements from the viewpoint of a member of an OAA Committee and/or Task/Advisory Group.

[asked of respondents who said they have served on a committee or task/advisory group, n=120]

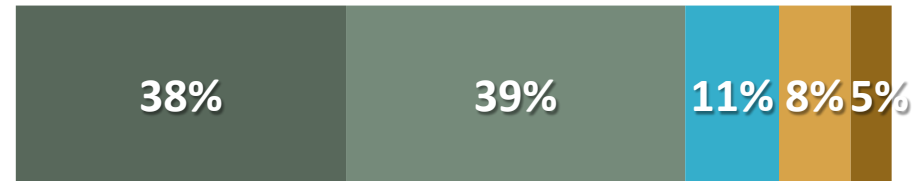
% AGREE
(strong-somewhat agree)

The experience of serving on the OAA Committee or Task/Advisory Group was rewarding



83%

The work of the OAA Committee or Task/Advisory Group(s) was effective



76%

Strongly agree

Somewhat agree

Neither agree nor disagree

Somewhat disagree

Strongly disagree

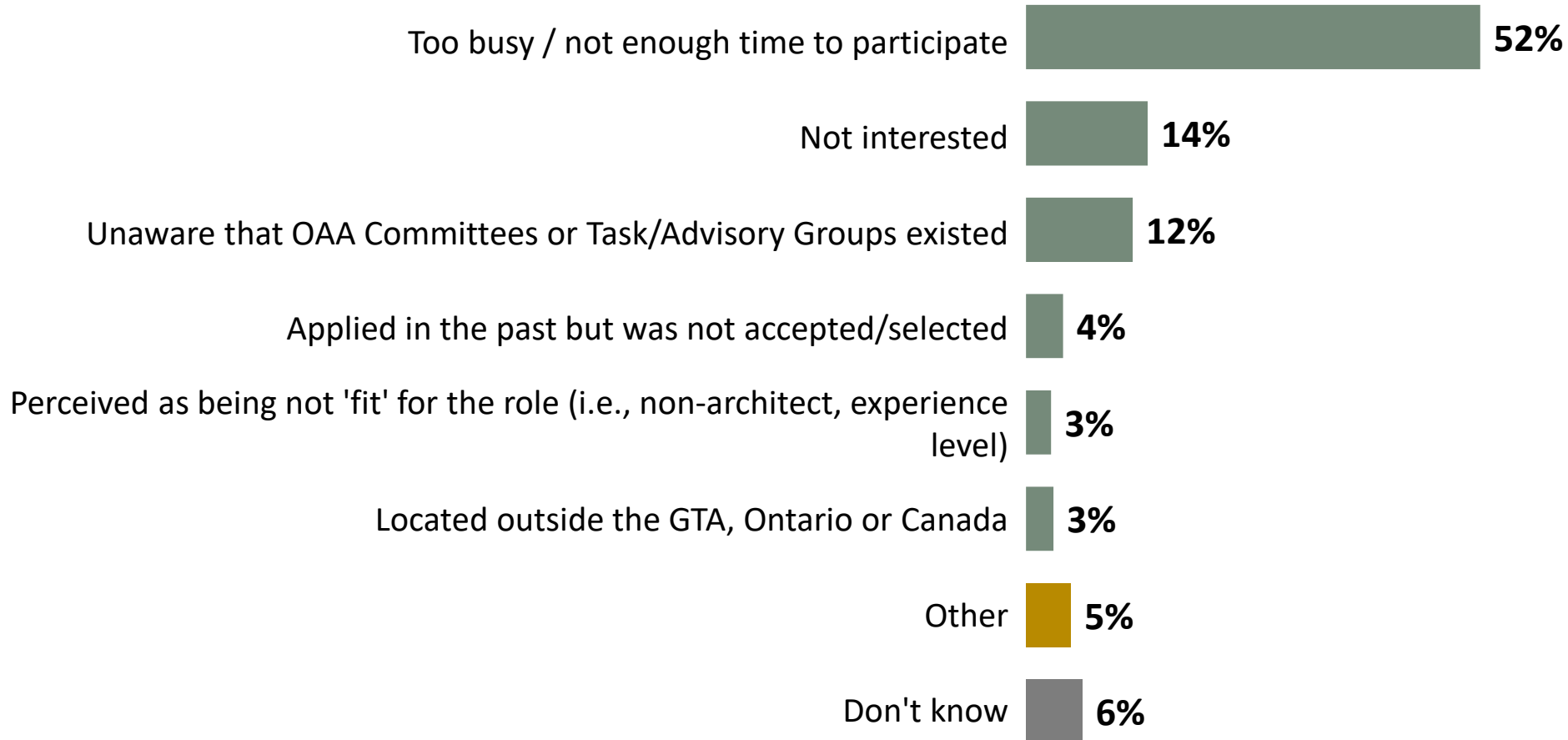
Don't know

Reasons for Non-Participation: Half of those who did not participate in the OAA Committees or groups report being too busy



What has prevented you from participating in an OAA Committee or Task/Advisory Group?

[asked of respondents who said they have not served on a committee or task/advisory group, or who responded, 'Don't know', n=830]



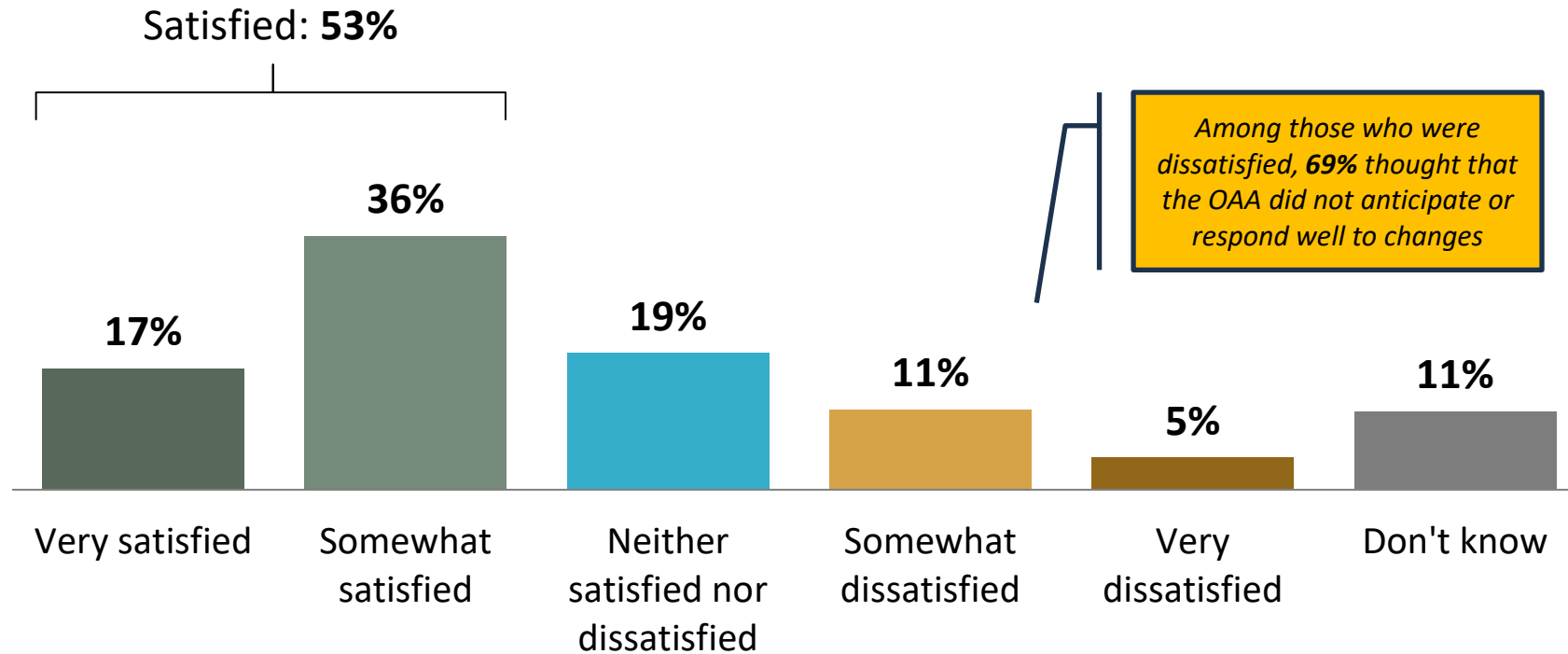
Continuing Education

Satisfaction with Continuing Education: 1-in-2 are satisfied with the quality and relevance of OAA Continuing Education Program offerings



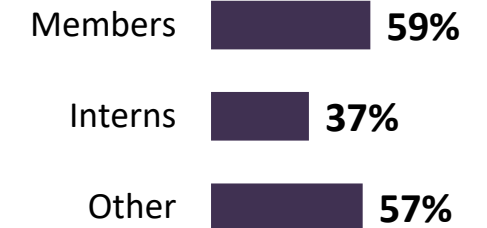
Generally, how satisfied or dissatisfied are you with the quality and relevance of OAA Continuing Education Program offerings (e.g. OAA ConEd Webinar Series, Conference, Fundamentals of Running an Architectural Practice Course, Self-Study Series)?

[asked of all respondents, n=950]

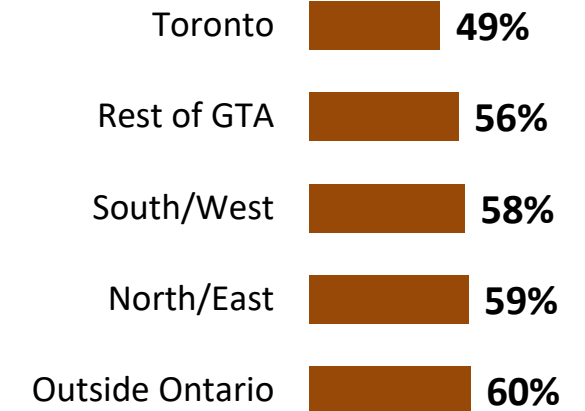


Respondents who say "Satisfied"

Membership Status



Region

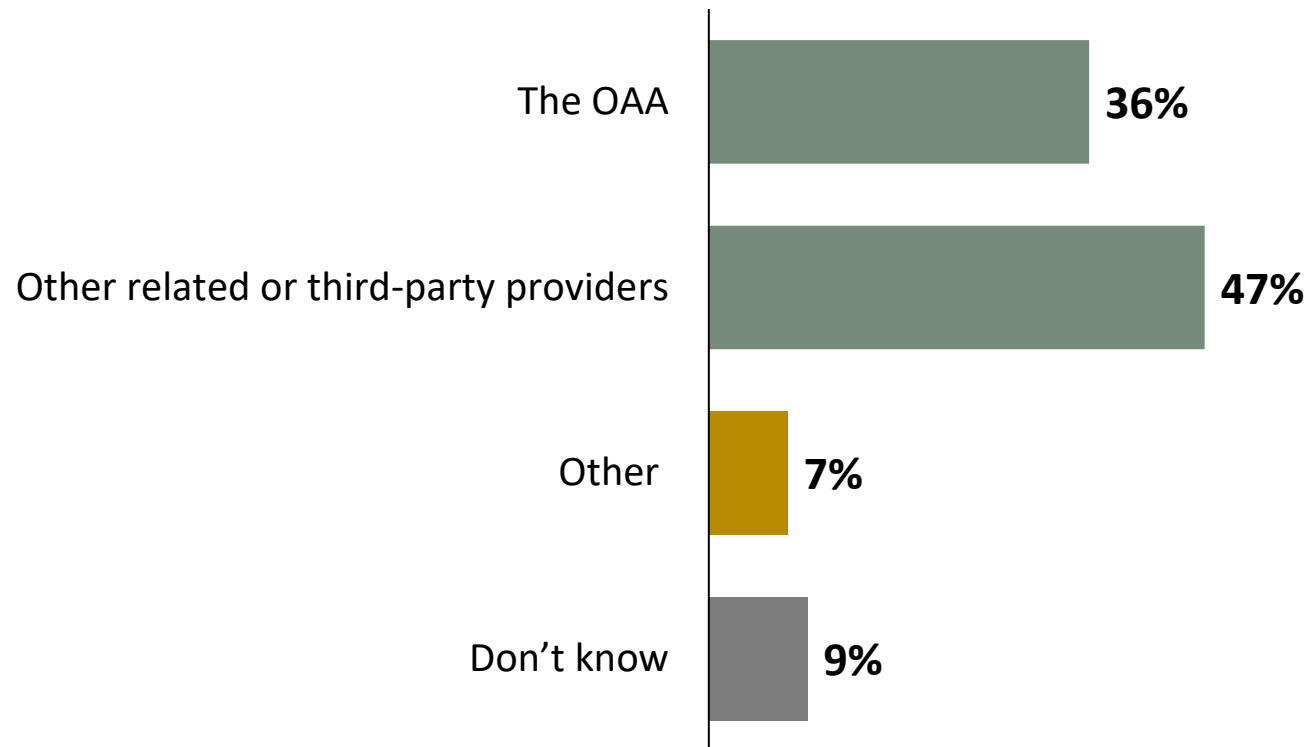


Continuing Education Certification:

Over a third prefer to obtain continuing education from the OAA

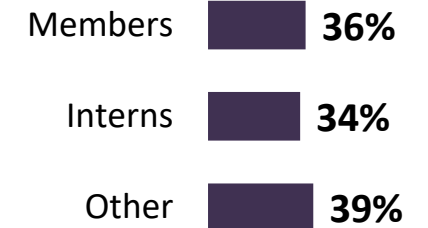


Where do you prefer to obtain your Continuing Education from?
[asked of all respondents, n=950]

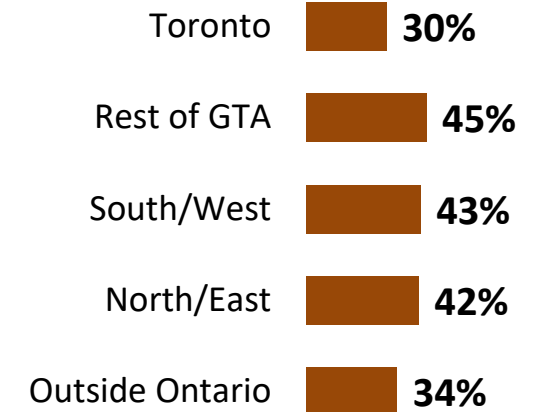


Respondents who say "OAA"

Membership Status



Region

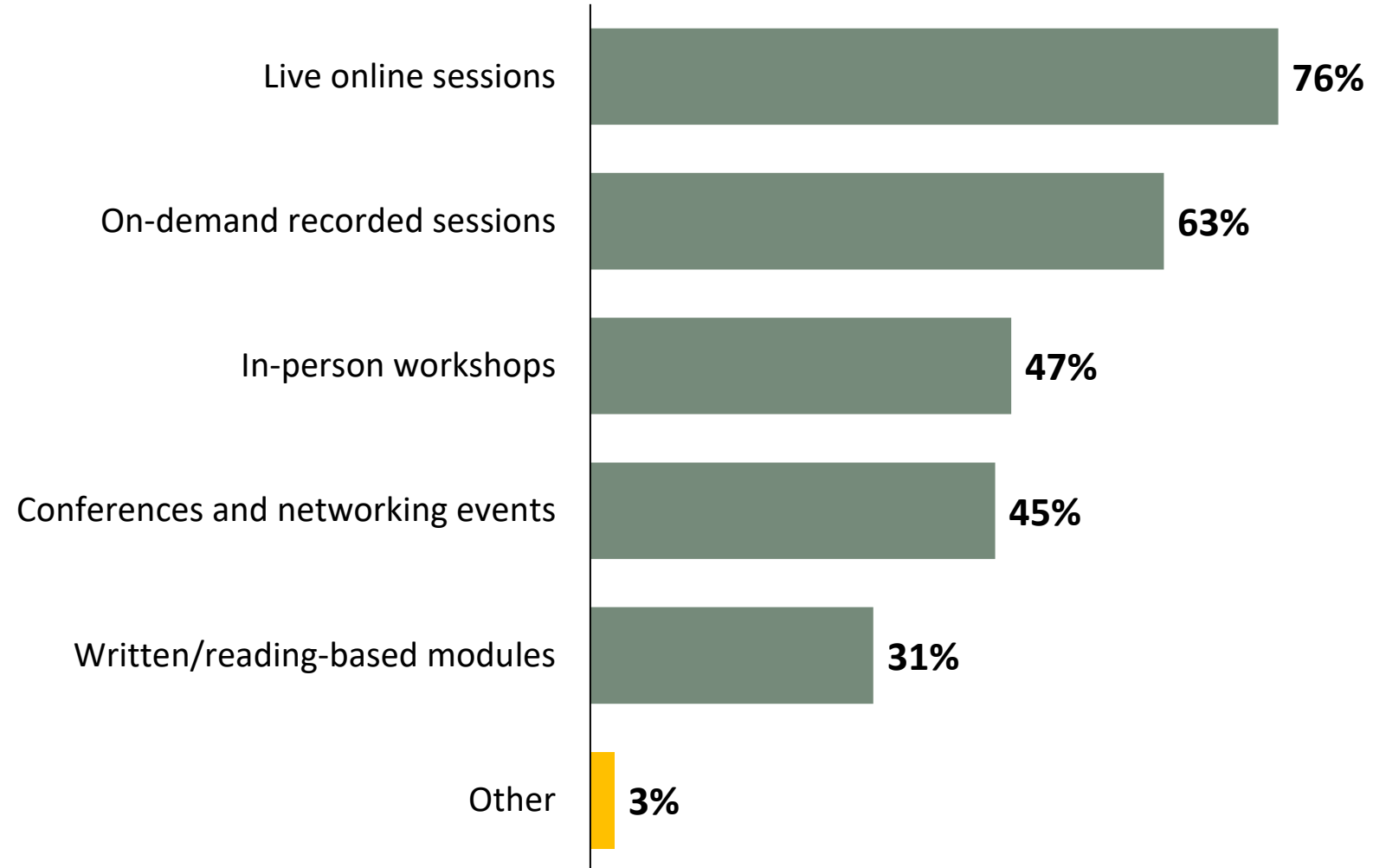


Delivery Methods for Continuing Education

Sessions that are live online and on-demand recorded are the most preferred methods



What kind of delivery method(s) for Continuing Education do you prefer? *Please select all that apply.*
[asked of all respondents, n=950]



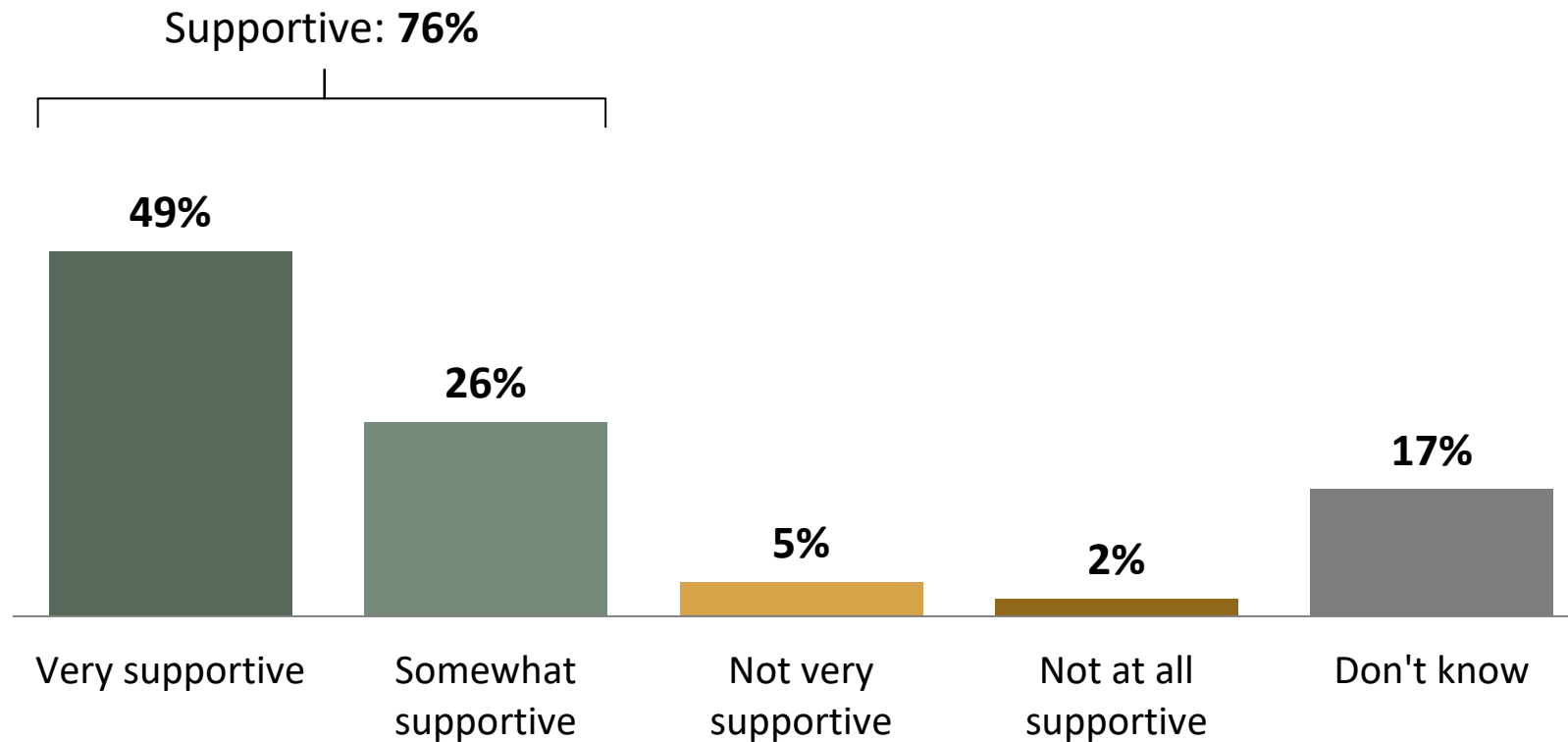
Note: Multiple mentions allowed; totals may exceed 100%.
Don't know not shown (3%)

Practice Support for Continuing Education:

Support from practices is generally high, particularly among members at 83%

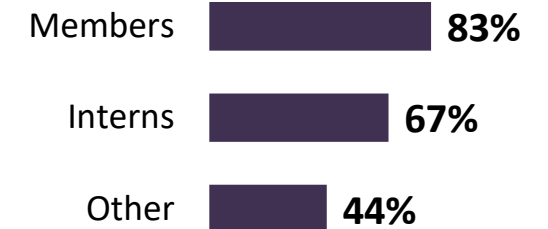


How supportive is your practice of staff pursuing Continuing Education?
[asked of all respondents who sought information or support from the OAA, n=950]

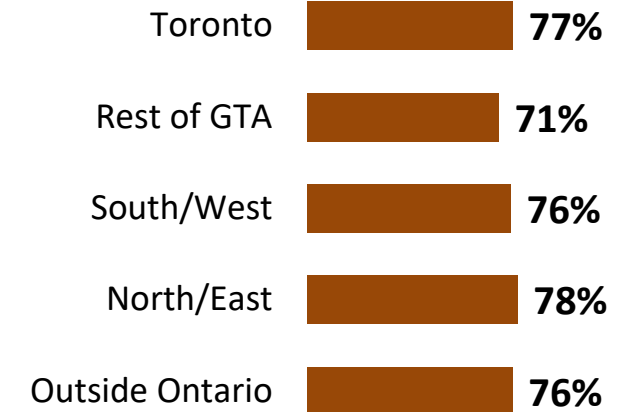


Respondents who say "Supportive"

Membership Status



Region

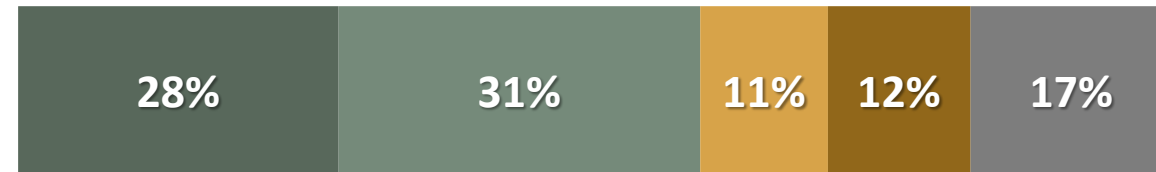


Frequency of Support for Continuing Education: Both financial support and paid time off are often offered by practices for those pursuing ConEd

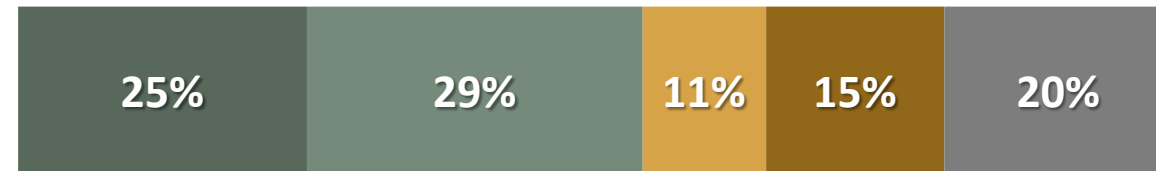


How often does your practice provide the following forms of support for staff pursuing Continuing Education?
[asked of all respondents, n=950]

Financial support (e.g. budget for course fees, conferences, workshops)



Paid time off to attend Continuing Education activities

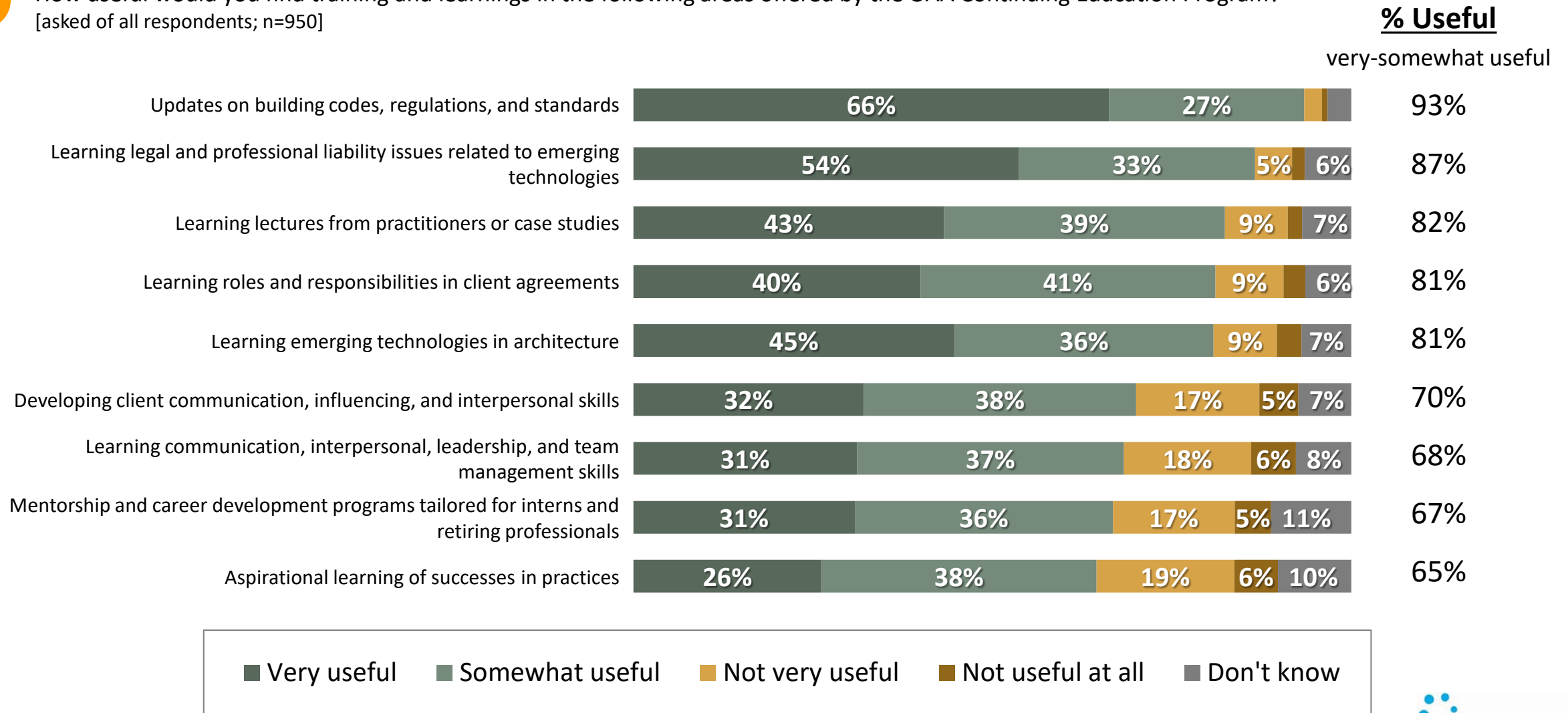


■ Always ■ Sometimes ■ Rarely ■ Never ■ Don't know

Continuing Education Learning Areas: High interest in building codes and liability risks; Lower interest in soft skills and aspirational learning



How useful would you find training and learnings in the following areas offered by the OAA Continuing Education Program?
[asked of all respondents; n=950]



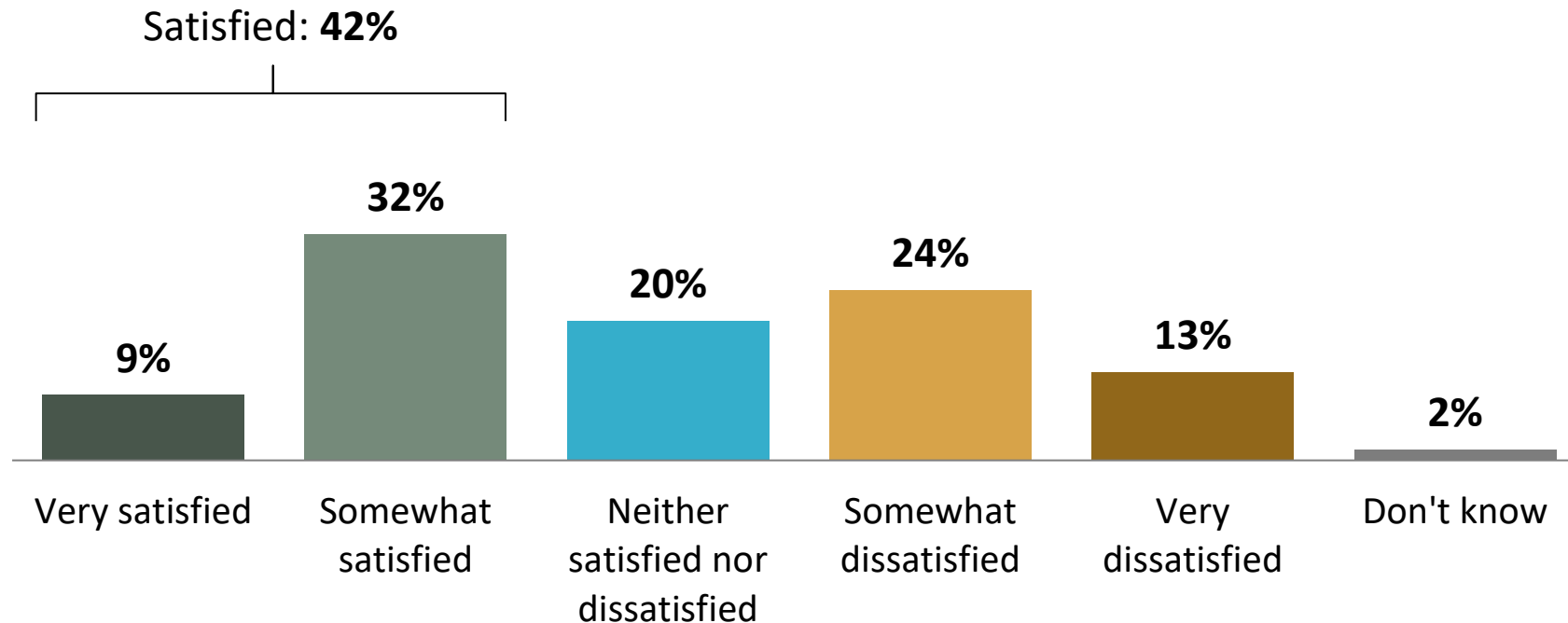
Intern Experience

Satisfaction with Internship Process

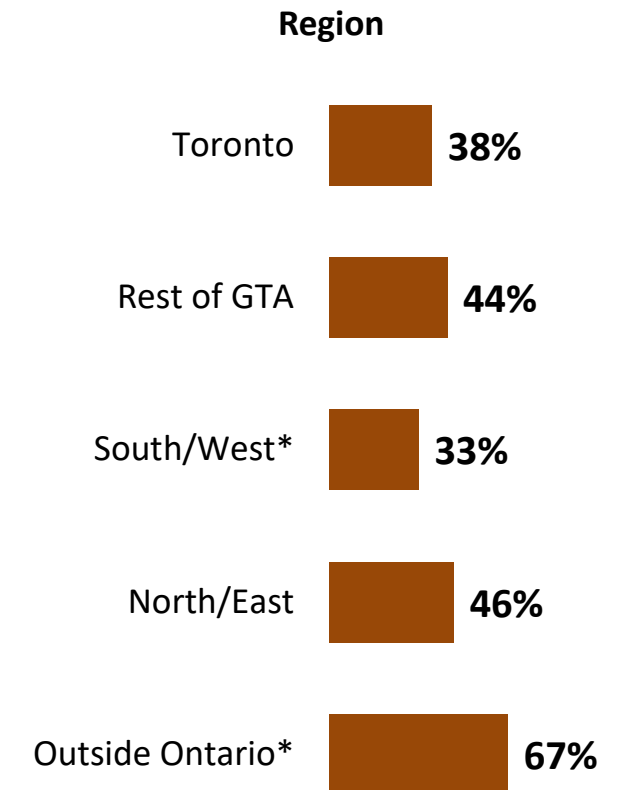
4-in-10 are satisfied with the internship process



Overall, how satisfied or dissatisfied were you with OAA's internship process?
[asked of interns only, n=238]



Respondents who say "Satisfied"



Note: *Interpret results with caution, small n-size (n<30). Don't know not shown (2%)

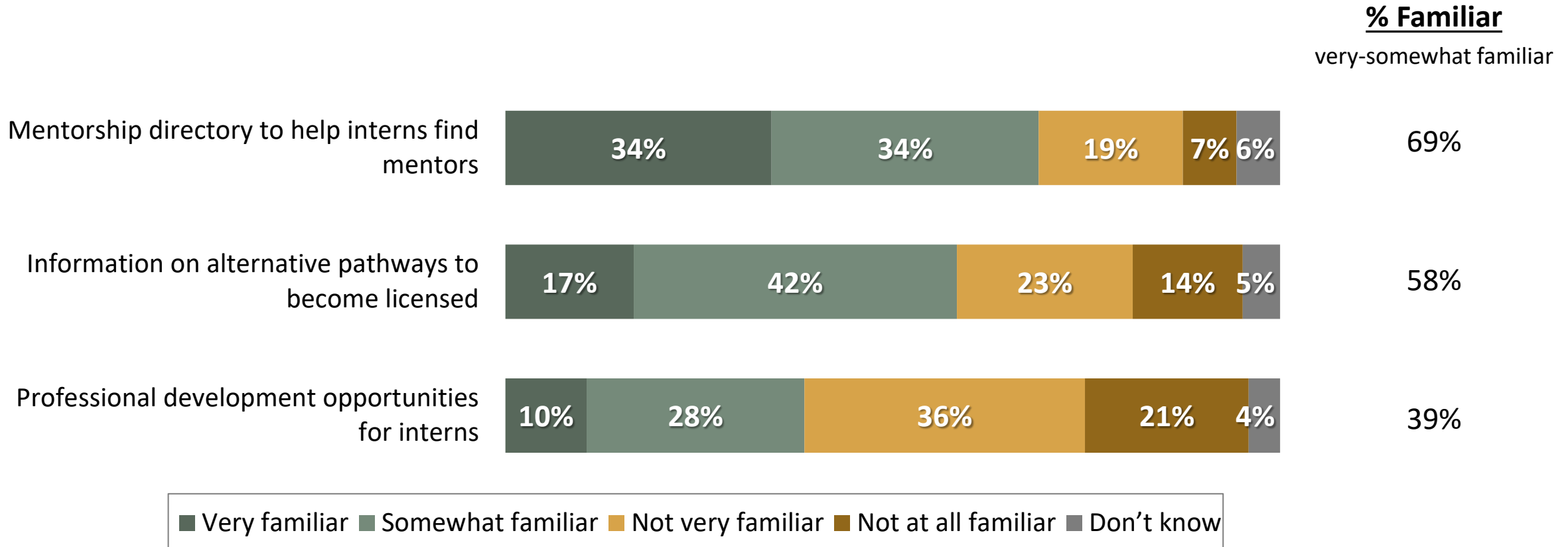
Special Note: While the OAA administers the IAP in Ontario with its own specific application and documentation processes, it does not maintain control over the ROAC program's requirements.

Familiarity with OAA Services:

Familiarity highest with the intern mentorship directory (69%)



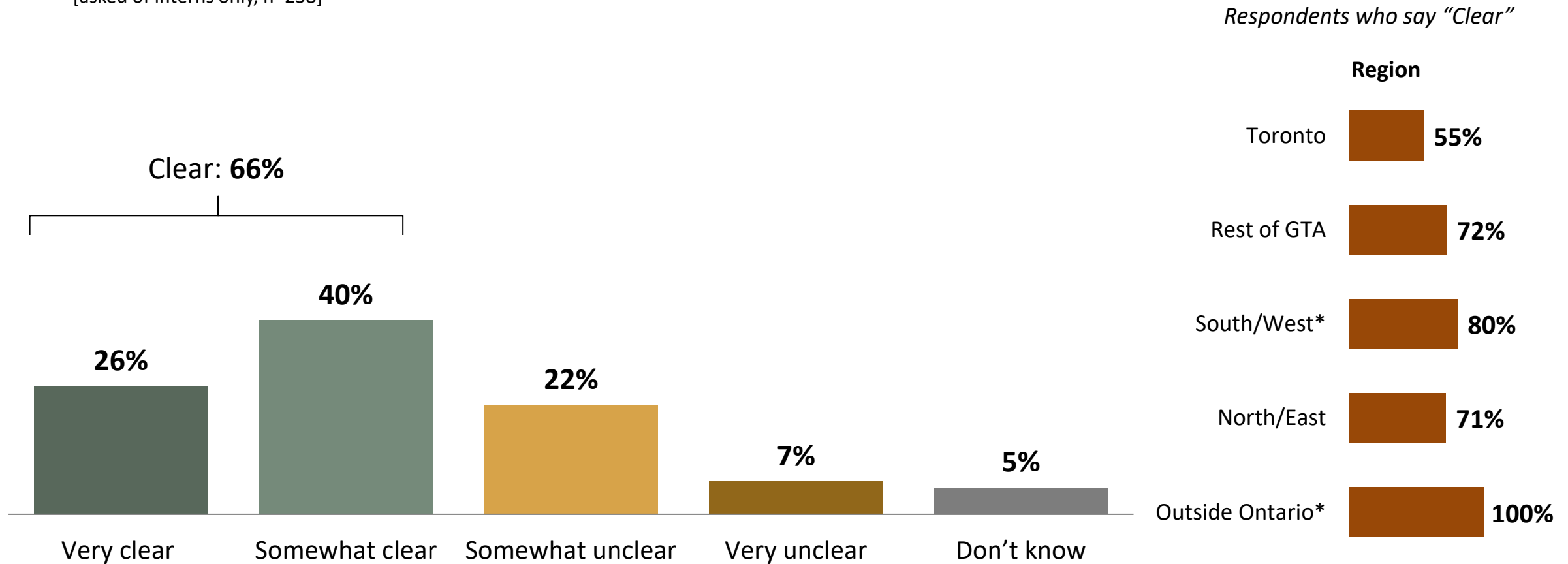
Please indicate how familiar you are with each of the following:
[asked of interns only, n=238]



Clarity and Accessibility of Information: 2-in-3 interns find information on how to become architect or licensed technologist clear



How clear and accessible do you find the information on the OAA Website regarding the information on the steps to become an Architect or Licensed Technologist?
[asked of interns only, n=238]



Note: *Interpret results with caution, small n-size (n<30)

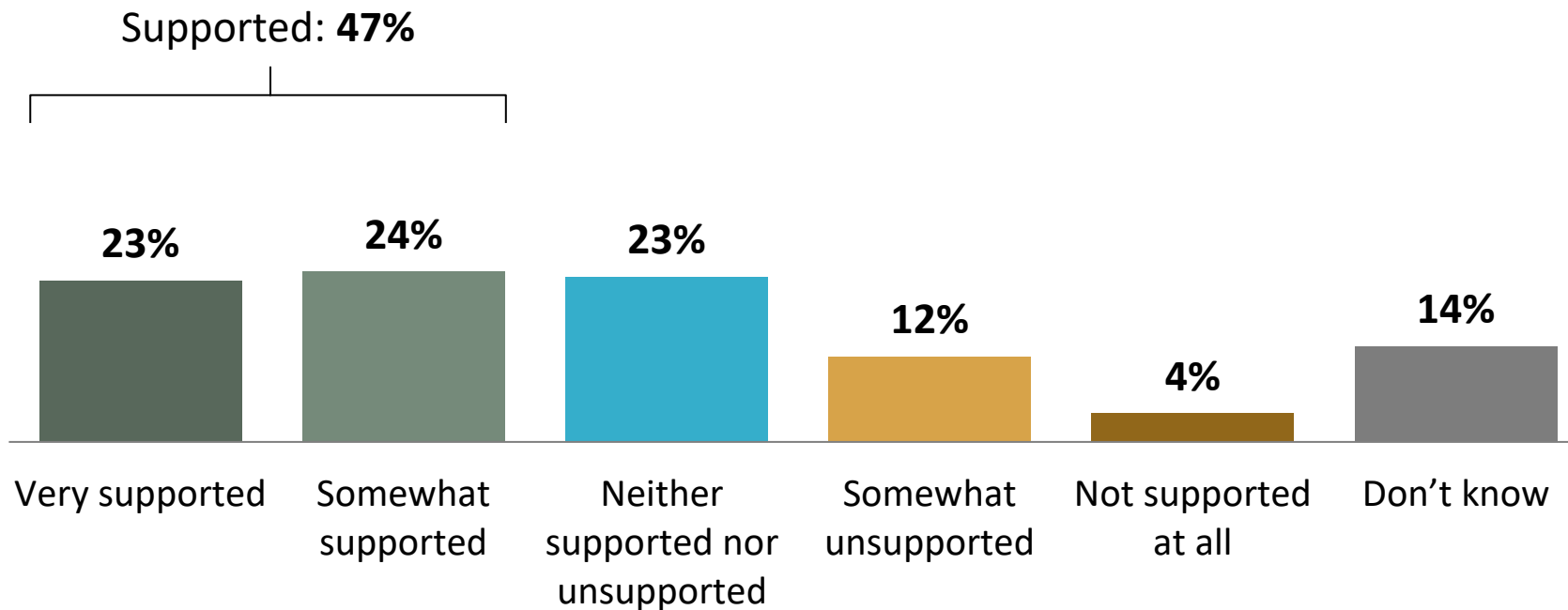
Special Note: From the home page of the OAA Website, there is a clearly marked menu item for Registration & Licensing, which contains all relevant information. Contact info is also listed for the Office of the Registrar.

Supportive Staff

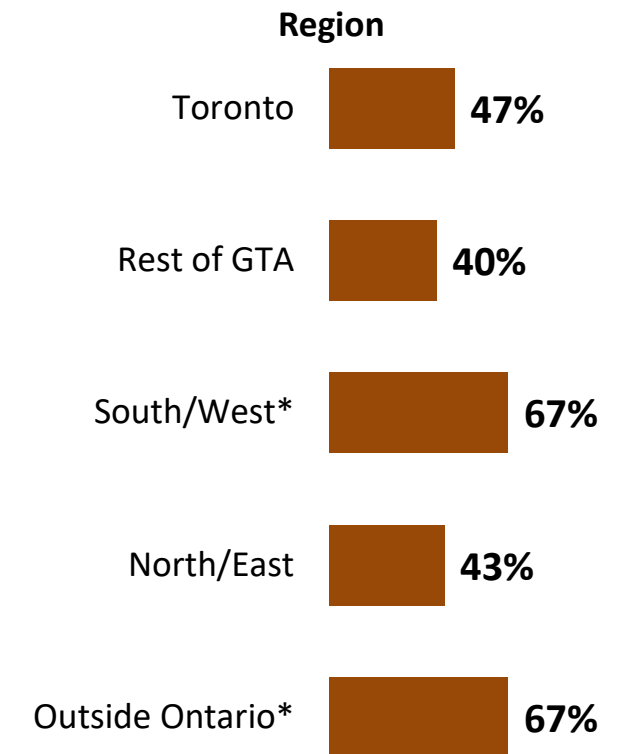
Half of interns feel supported when seeking guidance from OAA staff



To what extent do you feel supported by OAA staff when seeking one-on-one guidance on your licensing progress or specific circumstances?
[asked of interns only, n=238]



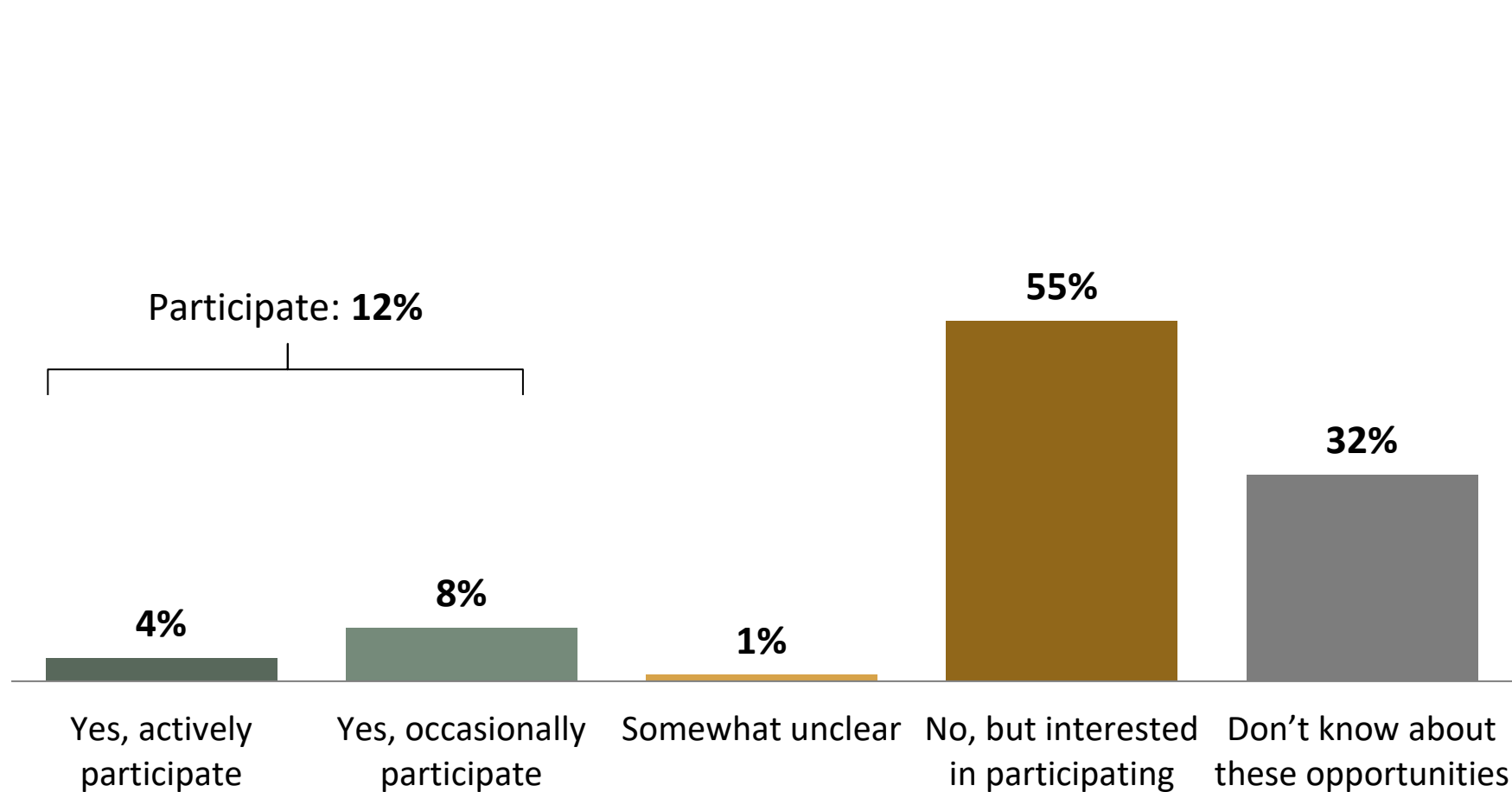
Respondents who say "Supported"



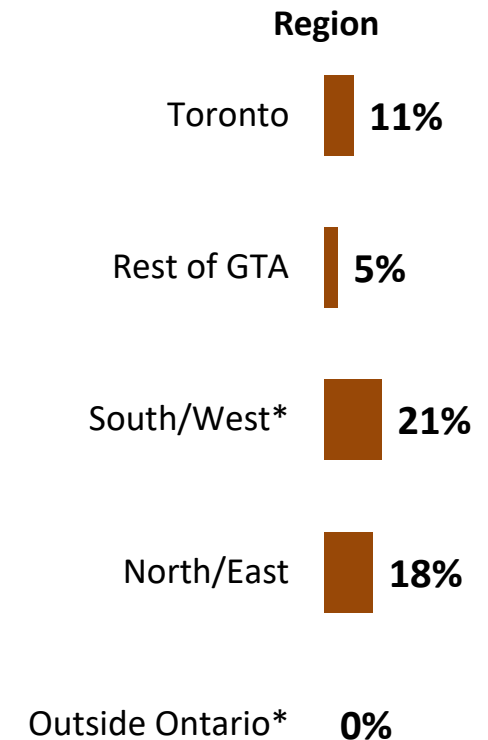
Committee/Group Engagement: 1-in-10 interns have participated in an OAA Committee engagement; 1-in-3 were unaware of these opportunities



Have you participated in any OAA Committees, Task/Advisory Groups, or engagement activities as an intern?
[asked of interns only, n=189]



Respondents who say "Participate"

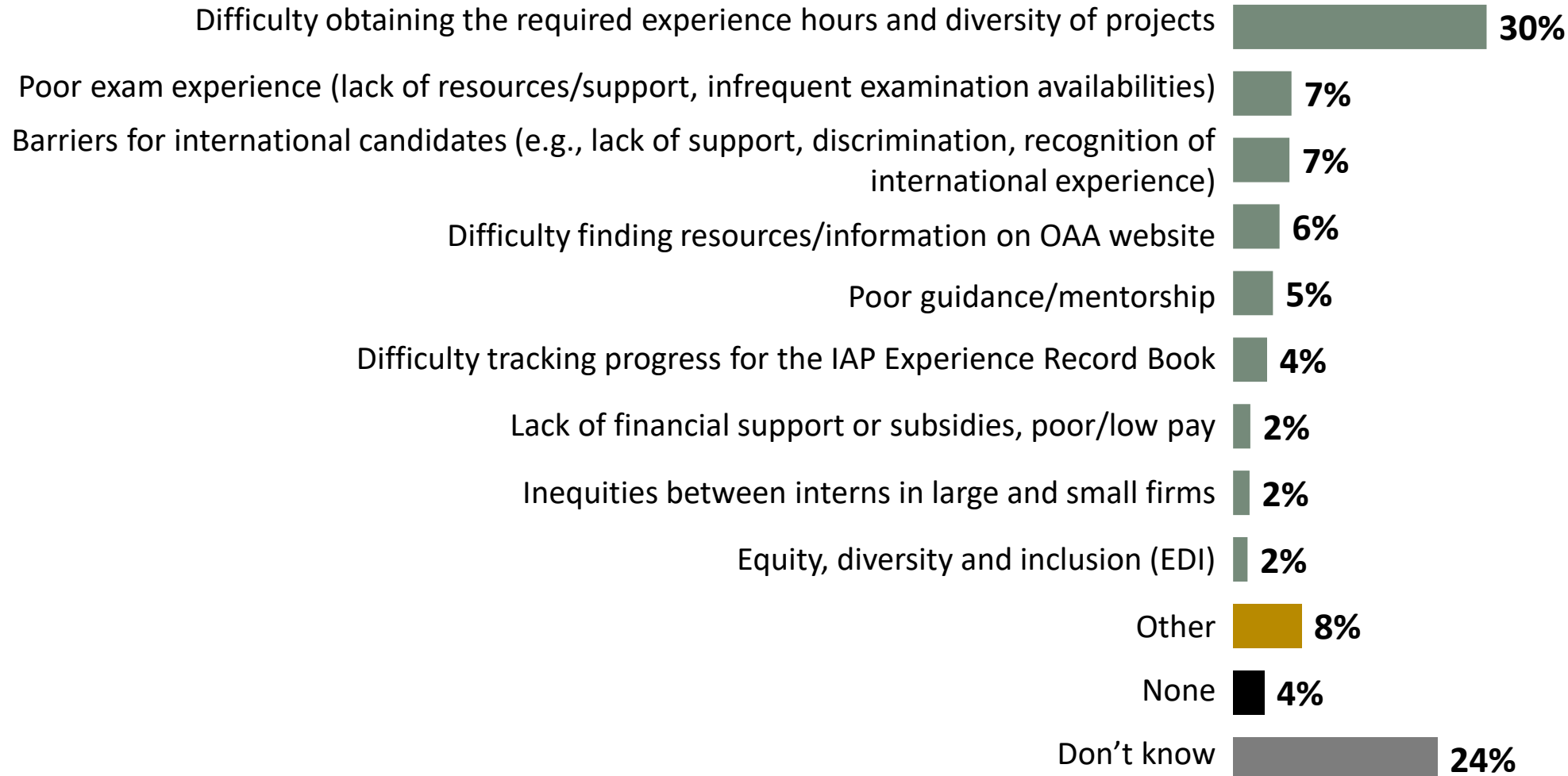


Note: *Interpret results with caution, small n-size (n<30)

Challenges: Difficulty in obtaining required experience hours is the top challenge (30%) for interns in completing IAP or OTP



Please describe any challenges that you feel exist for interns in completing the Internship in Architecture Program (IAP) or OAA Technology Program (OTP).
[asked of interns only, n=238]



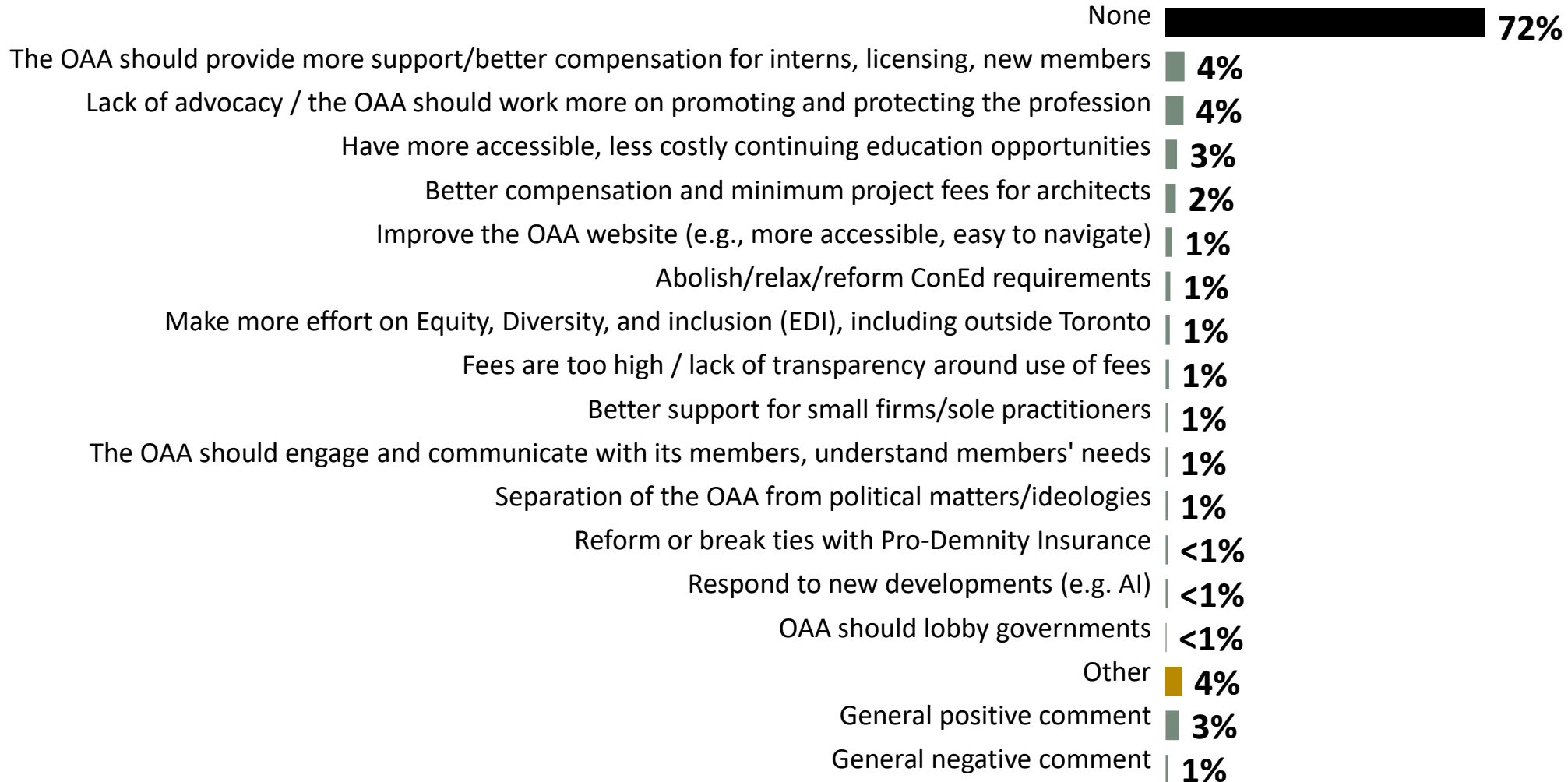
Additional Feedback

Additional Comments and Feedback



Before this survey concludes, do you have any additional comments or feedback you'd like to share with OAA?

[asked of all respondents, *optional*; n=942]





Building Understanding.

Jason Lockhart

Vice President

416-557-6638

jlockhart@innovativeresearch.ca

Zoe Stern

Senior Consultant

416-809-3796

zstern@innovativeresearch.ca

Report Contributors:

Sarah Lachance, Senior Consultant

Trisha Shah, Consultant

Iain Macdonald, Research Analyst